

revital



**revital U Coffee FAQ**

Product .....	3
Consuming It .....	4
Health Concerns .....	5

## Product:

---

### How much caffeine does the Coffee contain?

Each serving of our product contains 100 milligrams of caffeine, which is similar to about an 8-ounce cup of regular coffee.

### How much sugar does your coffee have?

Our Coffee is sugar-free.

### Is revital U Coffee gluten-free?

Our Coffee does not contain gluten contributing ingredients. It also does not contain dairy, eggs, fish, crustacean, shellfish, tree nuts, peanuts or soybean or wheat.

### How long does a tub of coffee last?

When using the recommended one scoop or stick a day, your tub or box should last 30 days or a month. One serving equals one cup of coffee.

### What are the benefits of drinking one cup a day?

Our Coffee has helped individuals experience ease in weight management, have more overall energy and better mental focus. Please keep in mind, results vary from person to person.\*

### How long should I wait until I see results?

Everyone is different, so time and results vary. Certain people notice an immediate change after their first cup, while others notice a gradual increase of energy. Individuals also say their appetites lessen as their cravings stop. There are others who primarily experience improved mental clarity, focus and better sleep.\*

Our Coffee can give you a combination of these results as well but it depends on your body, lifestyle and diet.

Individuals generally start seeing results within 14 days of use. If this is not the case for you, please let us know, within 30 days of your first purchase, if you would like a refund.

### Is this product approved by the FDA?

The FDA does not approve nutritional supplements. Our product's ingredients are specifically chosen for quality and purity, from reputable suppliers, that meet our standard of excellence. All of our ingredients are approved for manufacturing by the governing body in the U.S., and are manufactured following GMP standards for dietary supplements.

\*These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure or prevent disease

### Where is the product manufactured?

Our products are manufactured using state-of-the-art technology at reputable manufacturing facilities, in the U.S., following the highest standards for product purity, safety and compliance.

### What is the serving size of a Stick?

A Stick is one serving of our product. One serving is 2.25 grams.

### My tub was missing the scoop. What is the measurement?

A scoop is equivalent to 2.25 grams, which is slightly less than one teaspoon.

### Does your coffee come in K-cup form?

No, not at the moment.

### Is your Coffee Kosher?

Our product is not certified Kosher at this time.

## Consuming It:

---

### Can I only drink one cup a day?

We recommend one daily cup of revital U Coffee. Taking more will not improve results. You can drink a maximum of two cups daily.

### Can I drink more than one scoop/stick at a time?

Yes, you can, but please be aware that you will be consuming twice the amount of caffeine and other powerful actives in the product. You will also run out of the product in half the time. It is meant to last 30 days or a month.

### Can I mix it in with my regular cup of coffee?

Yes, you can, but please be aware that the caffeine content of your beverage will add to the 100 mg of caffeine in the product, which might be too much for some people.

### Should I avoid drinking regular coffee while taking this?

You can enjoy our Coffee and continue drinking regular coffee later in the day.

### I don't drink coffee. Should I take the usual dose?

If you're not a regular coffee drinker, we recommend starting off with only half a serving. Over time, you can increase to one complete scoop or stick, without feeling overstimulated by the caffeine.

### For those that hate coffee, what's the best way to take it?

We're happy you asked! There are many different ways you can take our product

and it isn't only by drinking our Coffee. You can mix it in orange juice, chocolate milk, protein shake, oatmeal, yogurt, etc.

#### What is a basic way to take your Coffee?

You can mix one serving into 4 to 8 ounces of hot or cold water.

#### When is the best time of the day to have your product? How late?

We recommend taking it with or after your breakfast. Also, remember to drink plenty of water throughout the day to stay hydrated.

#### Should I take it while following a diet? If so, which one do you recommend?

There is no specific diet we recommend, while taking our product. Our Coffee can help kick start your health journey. But when accompanied with better food choices and physical exercise, you'll feel like the best version of yourself in no time.

#### Is it okay to have a cup on an empty stomach?

We recommend combining it with food, rather than taking it on an empty stomach.

#### Should I drink it before or after a workout?

This is an individual choice. We recommend people follow their usual regimen they use with other foods and beverages that provide an energy lift, like our Coffee.

#### Can my adolescent child take your Coffee?

revital U Coffee is not intended for individuals under the age of 18.

#### Can I drink this if I don't want to lose weight and just want better focus?

Of course, you can. We know that people don't only want to look better, but also want help to improve their mental focus and clarity.

#### I'd love to buy a mug. Where can I do that?

We aren't offering individual mugs for sale right now.

#### Is your product safe to use long-term?

We are not aware of any negative effects, associated with ongoing use of our product. We recommend that you consult with your physician, if you have concerns about taking this product.

**Health Concerns:** \_\_\_\_\_

[Can I drink the Coffee while also taking medication?](#)

We recommend customers take our ingredients list and consult with their physician. Like any other product, there are possible interactions when mixed with medication.

[Can I drink it if I am pregnant or nursing?](#)

No, we do not recommend this product for pregnant or nursing moms.

[I want to try your product, but suffer from \(X health illness\). Can I still drink it?](#)

Please consult with your physician if you're being treated or having a family history of any medical condition, before taking our product.

[Is it normal to experience strange symptoms and/or pain, while using your product?](#)

Please stop using our product immediately and speak with your physician.





## **revital U Smart Caps FAQ**

Product .....	3
Consuming It .....	4
Health Concerns .....	5

## Product:

---

### How much caffeine does each Smart Cap contain?

Each capsule contains 150 milligrams of caffeine, similar to about one large 12-ounce cup of regular coffee.

### How much sugar do Smart Caps have?

Our Smart Caps are sugar-free.

### Are Smart Caps gluten-free?

Smart Caps do not contain any gluten contributing ingredients.

### What are the Smart Caps casing made of?

The casing of our Smart Caps are made from plant fibers and cellulose (found in fruits and vegetables). There are no animal products used.

### What is the serving size for Smart Caps?

One capsule per day is the recommended serving size.

### How long does a box of Smart Caps last?

Each box has 30 servings. When using the recommend serving of one capsule a day, your box should last 30 days or a month.

### What are the benefits of taking one cap a day?

By taking one Smart Cap a day, you can begin feeling an uplifted mood, increased physical and mental energy, experience ease in weight management, among other benefits. Please note that results can vary from person to person.\*

### How long should I wait until I see results?

Time and results can vary based on the individual. You may begin feeling increased physical and mental energy after only one serving. Other benefits, like ease in weight management, may be noticed over a longer period of time.\*

Our Smart Caps can provide a combination of results but it depends on a person's body, lifestyle and diet.

### Is this product approved by the FDA?

The FDA does not approve nutritional supplements. Our product's ingredients are specifically chosen for effectiveness, quality and purity, from reputable suppliers, that meet our standard of excellence. All of our ingredients are approved for sale by

\*These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure or prevent disease

the governing bodies in the U.S., and are manufactured following GMP standards for dietary supplements.

#### Where is the product manufactured?

Our products are manufactured using state-of-the-art technology and at reputable manufacturing facilities, in the U.S., following the highest standards for product purity, safety and compliance.

#### What is the serving size?

One capsule per day is the recommended serving size.

### Consuming It:

---

#### Can I only take one capsule a day?

We recommend taking one capsule a day with 4 to 8 ounces of water, as optimal use. Taking more will not improve results.

#### What is the best way to take a Smart Cap?

You can take one Smart Cap after having your breakfast, with 4 to 8 ounces of water.

#### What is the maximum number of capsules I can take in a day?

While most people experience benefits from taking only one Smart Cap, larger individuals can take up to two Smart Caps in a day. Please do not consume two capsules at the same time. Make sure they are taken at least four hours apart from each other, with 4 to 8 ounces of water.

#### Can I take a Smart Cap and a scoop of revital U Coffee or a Coffee Stick together?

We do not recommend taking our Smart Caps simultaneously with our Coffee. You can take a Smart Cap in the morning with your breakfast and then drink our Coffee at least four hours later.

#### Can I drink it with my regular cup of coffee?

We do not recommend consuming our Smart Caps at the same time as other caffeinated products. One capsule contains 150 milligrams of caffeine, about the same as one large 12-ounce cup of regular coffee. However, you can enjoy your regular coffee at a different time during the day - or make a decision based on your own caffeine tolerance.

#### I don't have caffeine on a daily basis. Should I take the usual serving?

If you are sensitive to caffeine, please be aware that one Smart Cap contains 150 milligrams of caffeine, the equivalent of a large 12-ounce regular coffee. If this product is too strong for you, we recommend you check out our other product, revital U Coffee, which can have customized servings.

### When is the best time of the day to take a Smart Cap? How late?

We recommend taking it with or after your breakfast.

### Is it okay to take a Smart Cap on an empty stomach?

We recommend combining it with food and 4 to 8 ounces of water, rather than taking it on an empty stomach.

### Should I take this while following a diet? If so, what do you recommend?

There is no specific diet we recommend, while taking our product. Our Smart Caps can help kick-start your health journey. But when accompanied with better food choices and physical exercise, you'll feel like the best version of yourself in no time.

### Should I take it before or after a workout?

This is an individual choice. We recommend people follow their usual regimen they use with other foods and beverages that provide an energy lift, like our Smart Caps.

### Can my adolescent child take Smart Caps?

revital U Smart Caps are not intended for individuals under the age of 18.

### Can I take Smart Caps if I don't want to lose weight and just want better focus?

Of course, you can. We know that people don't only want to look better, but also want help to improve their mental focus and clarity.\*

### Are Smart Caps safe to use long-term?

We are not aware of any negative effects, associated with ongoing use of our product, when it is used as directed. We recommend that you consult with your physician, if you have concerns about taking this product.

## Health Concerns: \_\_\_\_\_

### Can I take Smart Caps while also being on medication?

We recommend customers take our ingredients list and consult with their physician. Like any other product, there are possible interactions when mixed with medication.

### Can I take Smart Caps if I am pregnant or nursing?

No, we do not recommend this product for pregnant or nursing moms.

\*These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure or prevent disease

I want to try Smart Caps, but suffer from (X health illness). Can I still take it?

Please consult with your physician if you're being treated or having a family history of any medical condition, before taking Smart Caps.

Is it normal to experience strange symptoms and/or pain, while taking Smart Caps?

Please stop using the product immediately and speak with your physician if you experience any unusual or uncomfortable effects.



revital



**Customer FAQ**

New Customer .....	3
Orders .....	3
Account .....	4
Product Concerns .....	5
Become a Brand Influencer .....	5

## New Customer

---

### What is a sponsor? How do I get one?

A sponsor is the person who you'll be purchasing our product from. They are also known as Influencers. If you found a posting on social media or know an existing Influencer, you can contact that person directly.

But if you do not have a sponsor, please contact [support@revitalu.com](mailto:support@revitalu.com) and let us know your area of residence. We will then locate the closest leader and put you in contact with them.

### What is the difference between buying Retail vs Preferred?

When you buy at the Retail price, it's for one-time purchases at the regular cost of \$49.99 in the United States or £49.99 in the United Kingdom.

The Preferred pricing of \$39.99 or £39.99, is for reoccurring orders. This method allows customers to buy products at a lower price, who will receive new product every 30 days.

### Instead of ordering online, can I buy the Coffee at your location, in Texas?

Our products are only sold online and are not available through any retail location.

### Do you have international shipping?

Our Coffee is only shipped to the countries we operate in, which are: the United States and the United Kingdom.

## Orders

---

### How can I track my order?

After you place your order, a follow up email will be sent once your item ships. It will contain a tracking number. Note: Your Influencer/Sponsor can also track your order through their U Office.

### How can I make changes to my Preferred Order?

Managing your Preferred Order is easy. Please log into your account and the ACCOUNT menu, select Preferred Orders, where you will see existing orders. Under VIEW, you can use the edit icon to make changes the quantity, ship date, put an order hold on your order or cancel it by changing the status from "Active" to "Cancelled."

### How do I skip a month of my Preferred Order?

To do this, please log into your account and select PREFERRED ORDERS under the ACCOUNT menu. There you will see GREEN ARROWS under VIEW. Please press this to skip a month.

[Unfortunately, this product did not work for me. I would like a refund.](#)

We offer a 30-day money back guarantee. We understand that our product isn't for everyone. If you are unsatisfied with any of our products, please notify our corporate office via email to [support@revitalu.com](mailto:support@revitalu.com) or call us 1-469-270-5533 for the U.S. or at 020-359-81467 for the U.K.

In order to receive a refund:

- (i) Submit your notice of return within 30 days of the purchase date,
- (ii) Return the remainder of the product (tub of Coffee), used or unused, to the mailing address given to you. Please make sure to include your name, telephone number and Customer ID/Influencer ID with your return, so we know who to refund.

Note: We do not provide a paid return label. Please do not send product to 4760 Preston Rd. These items will not be processed.

- (iii) Once we receive and verify your return, a refund will be issued for the purchase price, minus shipping charges.

Mailing Address:

revital U International, US  
14401 Sovereign Road  
Suite 101  
Fort Worth, TX  
76155

revital U International, UK  
9 The Glebe  
Albrighton  
West Midlands WV7 3EF

[How quickly will I receive a refund?](#)

Once the refund is processed on this end, it could take 3-5 days before you see the credit in your account. The funds will be credited to the card used for the original transaction.

## Account

---

[How can I change my shipping rate?](#)

We offer two different forms of shipping: USPS for \$4.99 and FedEx for \$9.99.

To edit your shipping rate, please log into your account. Under ACCOUNT, select MANAGE PROFILE and then choose SHIPPING PROFILE. You will see both shipping options at the lower left side of the page.

Note: USPS is only available for orders with 1 to 2 Coffee Tubs or 1 to 2 Boxes of Coffee Sticks.

### [How do I change from Retail to Preferred Customer?](#)

To do this, please log into your account. Under ACCOUNT, select PREFERRED ORDERS. On this page, you can set up your Preferred Order, including the quantity and ship date.

### [How can I cancel my account?](#)

Please log into your account and the ACCOUNT menu, select Preferred Orders, where you will see existing orders. Under VIEW, you can use the edit icon to make changes the quantity, ship date, put a hold on your order or cancel it by changing the status from "Active" to "Cancelled."

## **Product Concerns**

---

### [My tub was missing the scoop. What is the measurement?](#)

A scoop is equivalent to 2.25 grams, which is slightly under 1 teaspoon.

### [This tub does not have 30 scoops.](#)

Our tubs are filled up to 3 grams over the weight, printed on the label. It's important to remember that people scoop differently. We recommend doing a gentle dip and swiping off the excess on the top. Please do not compact the product into the scoop.

### [Why do the new labels show a different net weight?](#)

The difference in net weight can be explained by a typo, on our initial labels. Our tubs have always contained 67.5 grams. We fill all tubs up to 3 grams over the weight, printed on the label.

## **Becoming A Brand Influencer**

---

### [I would like to become a Brand Influencer. How can I do this?](#)

We're glad to hear you want to join our revital U family! If you are an existing customer, just log into your account and select the UPGRADE TO Bi option, located under the ACCOUNT drop down menu. Please follow all the steps to begin your own business!

If you do not have a sponsor, please contact [support@revitalu.com](mailto:support@revitalu.com) and let us know your area of residence. We will then locate the closest leader and put you in contact with them.

