

TLC SmartShip Agreement

SmartShip is TLC's monthly auto-delivery program. Much like a subscription-based service, SmartShip is designed to bring the convenience of having TLC product(s) automatically delivered each month.

1. Your SmartShip order will process automatically each month on the day you select during enrollment and bill to the credit card on file until you cancel the service.
2. You can modify your upcoming SmartShip order by logging into your account. Begin by selecting the SmartShip tab at the top of your dashboard, then click **Edit**. Save your changes. These changes will apply to your next scheduled SmartShip. Modifications to your SmartShip order must be made five (5) days prior to the SmartShip date. Modifications made within five (5) days of your SmartShip date may not take effect until the following month.
3. You may cancel your SmartShip at any time by logging into your TLC iOffice Portal and following the directions in our FAQs or by submitting a [webform](#). You may also contact Total Life Changes Customer Support at 810-471-3812 or by email at info@totallifechanges.com. Please type "CANCEL SMARTSHIP" in the subject line of the email.
4. You must request cancellation of your SmartShip via any of the methods above at least five (5) days before your next SmartShip order is scheduled to process for the cancellation to apply to the current month. Cancellation requests made within five (5) days of the SmartShip date may not take effect until the following month.
5. If your SmartShip payment declines, TLC will attempt to process the order once more within the following twenty-four (24) hours. If the payment declines a second time, TLC will cancel the order. If you want to reprocess the cancelled order, you must contact Customer Support at 810-471-3812. TLC will cancel SmartShip orders that decline for two (2) consecutive months.
6. If TLC cancels your SmartShip order for any reason, you may create a new SmartShip order by logging into your TLC iOffice Portal and following the directions in our FAQs.
7. Certain products qualify for Loyalty Points when you enroll to purchase them with SmartShip. SmartShip orders with any available kit containing two products will earn five (5) TLC points and any available kit containing three products will earn ten (10) TLC points. You can apply points to future SmartShip orders or any one time order for additional TLC products not purchased using SmartShip. TLC will apply point rewards to your account once TLC processes your SmartShip order. Kit availability varies by country.

View our Help Center FAQs and click on SmartShip to learn more or for instructions how to modify scheduled orders or update payment information for your SmartShip order.