

Common Questions FAQ

Thrive Life Basics

What makes Thrive Life unique?

We love simple, clean food and we know it's tough to find that out in the marketplace. We offer products that are non-gmo, free of preservatives, artificial colors, flavors, and sweeteners. Our food is freeze dried and Nutrilock certified, meaning you'll get simple, clean, whole food--the way nature intended it.

Why is Thrive food freeze dried?

Freeze drying is the best way on the planet to preserve food. Since eating straight out of your garden 365 days a year isn't a reality, we've harnessed freeze drying technology to bring you food year-round that is loaded with nutrients, taste, and color. Because freeze drying is a gentle process, it simply removes water and leaves you will nutrient-packed food that won't get moldy or nutrient-void in days. Several studies point to the superiority of nutrient retention in freeze dried foods over grocery store food which typically travels hundreds of miles to reach your home. Visit <https://www.thrivelife.com/oursecret> to learn more.

Where does Thrive Life's food come from?

We work hard to find the best tasting, most nutrient-dense food on the planet! So we source food from all over the globe. We only work with suppliers who meet our high standards of food quality and taste, and we don't source from countries with controversial farming practices.

What is the Nutrilock quality process?

Our Nutrilock certified products go through an over 40-step, proprietary process. These steps start at the farm, ensuring no genetically modified seeds or crops are used. Our foods are always allowed to grow until fully ripened, leaving the maximum amount of time needed for flavor and nutrition development. From there, Nutrilock products are flash frozen within hours and freeze dried in our world class freeze drying facility. Products must then pass tests with our R&D, Quality Assurance, and Culinary teams before they're approved for consumption. We are a globally recognized Safe Quality Foods (SQF) facility and are certified by the USDA and FDA. To learn more about Nutrilock, visit <https://www.thrivelife.com/files/materials/Flyer-The-Nutrilock-Promise.pdf>.

Is Thrive Life's food organic?

Most of our products are conventionally grown but follow a strict growing, production and quality standard. Products that are Nutrilock certified meet many of the qualifications of organic like avoiding GMOs, artificial flavors, colors, or preservatives. Our produce is thoroughly washed to remove fertilizers and pesticides and is often higher in nutrient content than organic products due to our Nutrilock growing and freeze dry practices.

Are Thrive Life's foods gluten free?

Many of our products are gluten free as a result of being a single whole food, like Strawberries, Chopped Chicken, or Onion Slices. In addition, Ruvi is gluten free since it is only made up of whole fruits and vegetables. We are a certified gluten-free facility, and all products that are certified gluten-free have a gluten-free symbol on the product label and online product page.

What is the shelf life of your food?

Because our food is freeze dried, you don't need to worry about expiration dates like you do with fresh food. Check the product pages of each food item to see specific information about shelf life.

Ordering Basics**What options do I have for ordering your products?**

You can order products in a single, one-time purchase through our cart (shopping cart icon) or through our Monthly Delivery Service (delivery truck icon). In the checkout process you will be given the opportunity to select which method you'd like. If you choose the Monthly Delivery Service, you'll receive a shipment once a month, on the day of your choice.

How does the Monthly Delivery Service work?

The Monthly Delivery Service is an automated delivery system that creates on-going deliveries that will ship every month. You have full control of your Monthly Delivery, which means you can add or remove products, change processing dates, and add or skip deliveries at any time.

Those on the Monthly Delivery Service receive wholesale pricing and free shipping on orders over \$100. One-time orders will pay retail price and will pay for shipping.

How long does it take to receive my order once it's processed?

Orders usually ship within 3 business days after being processed. Actual shipping time will vary depending on destination.

Can I cancel or skip my Monthly Delivery Service?

Yes! You can cancel or skip at any time without any penalty.

How do I know when to edit my order for an upcoming Monthly Delivery?

You can make changes all the way until midnight before the day it processes. We'll also send you an email 5 days before your order ships to show you what's in your Delivery.

How do I choose what to add to my next Monthly Delivery?

Your Monthly Delivery populates with the items from your previous Delivery. You can edit the items in your Delivery at any time. Once you've edited your Delivery, we will not change those items unless an item stocks out, in which case we will remove that item from your Delivery.

How many future deliveries can I customize at one time?

You can create as many future deliveries as you like by clicking “Add Delivery” at the bottom of your Monthly Delivery Service upcoming deliveries page (found by clicking on the delivery truck icon on the website). You can adjust the dates of your deliveries by selecting “Change date” next to the date you’d like to change.

Can I get free shipping?

Yes! Free shipping is available on all items (excluding Pantry Organizers and large packages) in the Monthly Delivery Service when your delivery is \$100 or more. Alaska, Hawaii, and Puerto Rico receive 5% shipping.

Business Basics**How do you describe this business model?**

We sell only through our website to our customers, which is often called Direct Sales. We pay our loyal customers for referring others to us rather than spending money on conventional marketing methods.

Is this an MLM business?

We are different than a typical MLM because we pay most of our commissions and benefits to the individuals who are referring and selling the product. Also, you don't need to be a consultant to get wholesale pricing. Our model does have a team building component similar to some types of MLM businesses.