



Frequently Asked Questions • General Business Questions

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What are the Akea Care hours of business?

9am to 5pm EST. You may reach Akea Care at 919.981.6110 Ext. 1 or by email at akeacare@akealife.com.

Where is Akea located?

The Akea Corporate Office is located at 900 Ridgefield Dr., Suite 170, Raleigh, NC 27609. Our offices are located in Springfield Plaza in the Lake Plaza East section. Click [here](#) for a map.

May I visit Akea in person?

Of course! However, please let us know when you are planning to stop in so we may help you make the most of your visit.

Which credit cards do you accept for processing orders?

Akea accepts Visa, MC, American Express, Discover and all bank debit cards.

What is the ship time for products?

Akea offers expeditious shipping. Generally orders will be received within 3 to 5 business days. We ship the same day anywhere in the US if the order is received by 11am EST. Orders received after 11am EST will be processed and shipped the following business day. We do not ship to PO boxes.

What is the Akea product guarantee?

Akea has a 60-day money back guarantee. If a product does need to be returned, please call Akea Care for your RMA # (Return Merchandise Authorization #) before returning product. Click [here](#) for details.

What is a Preferred Customer?

A Preferred Customer is an individual who is not an Akea Consultant but who participates in the monthly Autoship program. For committing to the autoship program, a Preferred Customer pays the same price as an Akea Consultant, receiving a significant discount off of the suggested retail price of Akea products.

What is a Retail Customer?

A Retail Customer is someone who orders directly from a Consultant, not through the internet. They pay the full retail price and purchase whenever they desire. The retail profit is immediately received by the Consultant, because the Retail Customer pays for it at the time of delivery.

What is a Direct Customer?

A Direct Customer is one who purchases through a Consultant’s replicated Akea website but is not enrolled on autoship. They pay the full retail price and purchase whenever they desire. The Retail Profit from orders placed by a Direct Customer is paid to a Consultant. Direct Customers are different than Preferred Customers, as they have not elected to signup on autoship.