



QUICKSILVER
S C I E N T I F I C[®]

Heat Sensitive Products – Frequently Asked Questions

At Quicksilver Scientific, some of our products are heat sensitive and we frequently are asked many of the same questions. We hope that this FAQ sheet answers any questions or concerns you may have. If you have questions that are not addressed on this sheet or need clarification, please feel free to contact us.

The heat sensitive products that should be refrigerated and are shipped with a cold pack are CoQ10, Glutathione, Glutathione Complex, The One, and Vitamin C with R-Lipoic Acid.

Q: My heat sensitive product arrived warm. Is the product ok?

A: Yes. Heat sensitive products can be exposed to room temperature for 5-7 days with no damage to the product. Heat sensitive products are stored in the freezer prior to shipment, and are shipped with an ice pack.

Q: My package arrived and the cold pack isn't cold. Is the product ok?

A: Yes, the product is still effective. We include ice packs to keep the product cool in transit, but thawing during transit will occur.

Q: How do I store my heat sensitive product?

A: All of Quicksilver Scientific's heat sensitive products need to be refrigerated immediately upon receipt.

Q: Can I return my heat sensitive product?

A: We do not accept returns of our heat sensitive products.

Q: What if I still have questions?

A: Please feel free to contact our office at 303-531-0861 or at support@quicksilverscientific.com. We are here to assist you from 8 a.m. to 5 p.m. MT Monday through Friday.

Product Storage Guidelines

Please note all refrigerated products are shipped straight from the freezer and with an ice pack. These products need to be kept cool to maintain their potency. However, they are stable at room temperature for 5-7 days. If your product arrives warm, it is NOT damaged, as it was cold when it left our warehouse. For best results, keep all products out of direct sunlight.

Product	How to Store	When sealed, freshness commonly maintained for	Once Opened, Use Within
Detox Products:			
AmalgaClear®	Room Temperature	2 years of manufacture date	2 years
Artemisinin	Room Temperature	2 years of manufacture date	2 years of manufacture date
Biocidin (BBR)	Room Temperature	2 years of manufacture date	60 days
Clear Way Cofactors®	Room Temperature	3 years of manufacture date	3 years of manufacture date
DIM	Room Temperature - Do Not Refrigerate	2 years of manufacture date	60 days
EDTA w/R-Lipoic Acid	Room Temperature - Do Not Refrigerate	2 years of manufacture date	60 days
Glutathione	Refrigerate Upon Receipt	1 year of manufacture date	30 days
Glutathione Complex	Refrigerate Upon Receipt	1 year of manufacture date	30 days
Hista-Aid	Room Temperature - Do Not Refrigerate	2 years of manufacture date	60 days
IMD™ Intestinal Cleanse	Room Temperature	2 years of manufacture date	2 years of manufacture date
Milk Thistle	Room Temperature	1 year of manufacture date	60 days
Pure PC®	Room Temperature	2 years of manufacture date	60 days
Ultra Binder®	Room Temperature	2 years of manufacture date	2 years of manufacture date
Vitamin C	Refrigerate Upon Opening	2 years of manufacture date	30 days
Vitamin C w/R-Lipoic Acid	Refrigerate Upon Receipt	1 year of manufacture date	30 days
Energy Products:			
CoQ10	Refrigerate Upon Receipt	1 year of manufacture date	30 days
Keto Before 6™	Room Temperature	1 year of manufacture date	180 days
Methyl B-12	Room Temperature	2 years of manufacture date	180 days
Methyl B-Complex	Room Temperature - Do Not Refrigerate	1 year of manufacture date	60 days
Noto Bravi™	Room Temperature	2 years of manufacture date	60 days
Ultra Vitamin®	Room Temperature	2 years of manufacture date	30 days
Calming Products:			
Broad Spectrum Hemp Extract	Room Temperature	18 months from manufacture date	---
Full Spectrum Hemp Extract	Room Temperature	18 months from manufacture date	---
GABA with L-Theanine	Room Temperature	2 years of manufacture date	60 days
LipoCalm®	Room Temperature	2 years of manufacture date	60 days
Melatonin	Room Temperature - Do Not Refrigerate	2 years of manufacture date	180 days
Immune Products:			
Cat's Claw Elite®	Room Temperature	2 years of manufacture date	60 days
D3K2	Room Temperature	2 years of manufacture date	180 days
Hydration Products:			
H2 Elite	Room Temperature	Expiration date on bottle	Expiration date on bottle
Original Quinton® Hypertonic (30amp & 6amp boxes)	Room Temperature	Expiration date on box	Expiration date on box
Original Quinton® Isotonic (30amp & 6amp boxes)	Room Temperature	Expiration date on box	Expiration date on box
QuintEssential® 0.9 (30amp & 6amp boxes)	Room Temperature	Expiration date on box	Expiration date on box
QuintEssential® 3.3 (30amp & 6amp boxes)	Room Temperature	Expiration date on box	Expiration date on box
Quinton® Hypertonic Liter	Refrigerate After Opening	Expiration date on bottle	Expiration date on bottle
Quinton® Isotonic Liter	Refrigerate After Opening	Expiration date on bottle	Expiration date on bottle
Herbal Products:			
Dr. Shade's Bitters No. 9	Room Temperature	2 years of manufacture date	60 days
Dr. Shade's BitterX	Room Temperature	2 years of manufacture date	60 days
Dr. Shade's Liver Sauce®	Room Temperature	2 years of manufacture date	60 days
Dr. Shade's NanoMojo®	Room Temperature	2 years of manufacture date	60 days
Dr. Shade's The One	Refrigerate Upon Receipt	1 year of manufacture date	60 days
Dr. Shade's Thrivagen	Room Temperature	2 years of manufacture date	60 days
Dr. Shades' Ultra Energy®	Room Temperature	2 years of manufacture date	60 days

- **Room temperature** – Products keep their freshness at room temperature. Not shipped with a cold pack.
- **Room temperature. Do Not Refrigerate** – Products that can't be refrigerated. Not shipped with a cold pack.
- **Refrigerate After Opening** – Products must be refrigerated once opened. Not shipped with a cold pack.
- **Refrigerate Upon Receipt** – Products must be refrigerated. Shipped with a cold pack.

*Note: Vitamin C 120ml is refrigerated for freshness, but is stable at room temperature