

## Contact Us



Have a question? Need an answer? We are here to help!

For fastest service, you can submit your questions through our [Ask a Question](#) system. This system immediately recognizes your primary e-mail address and Shaklee ID, and maintains a registry of all your questions and answers which you can refer to later.

This way you don't have to remember an e-mail address or hunt through your personal e-mail to find questions you asked and were answered previously. The system keeps track of all that for you.

If you e-mail us through your Outlook, or other E-mail provider (ex. Yahoo, Gmail) that's fine too, but you will want to use the e-mail addresses listed below.

### **Earning Opportunity Support**

For questions regarding title, pricing, appointments, volume grace months, forms, processes, the P & R, promotions, incentives and changes to accounts.

**Phone:** 925-734-3636  
Mon-Fri, 6 am to 5 pm Pacific  
**Fax:** 925-924-3888  
**E-mail:** [fieldsupport@shaklee.com](mailto:fieldsupport@shaklee.com)  
[Ask a Question](#)

<p><b>Product Orders</b></p> <p>For questions regarding orders, shipping, returns, product experience reports, member status, member applications and missing products should be submitted via <i>Ask a Question</i>. Make sure you have your member ID or your order number handy to resolve your issue quickly!</p>	<p><b>Phone:</b> 1-800-Shaklee ( 1-800-742-5533)  Mon-Fri, 6 am to 7pm Pacific  Saturday, 7 am - 4 pm Pacific  <b>NOTE:</b> On the first and last business day of the month, hours are extended to 9 pm Pacific.  <a href="#">Ask a Question</a></p>
<p><b>Product Ingredient Inquiries</b></p> <p>For questions about products and ingredients from our nutritional, personal care and household lines.</p>	<p><b>Phone:</b> 925-734-3638  Mon-Fri, 9 am to 5 pm Pacific  <a href="#">Ask a Question</a></p>
<p><b>Technical Support</b></p> <p>Questions about Personal Websites, MyShaklee.com, My Business, email problems and passwords.</p>	<p><b>Phone:</b> 925-734-3636  Mon-Fri, 6 am to 5 pm Pacific  <a href="#">Ask a Question</a></p>
<p><b>Media Inquiries</b></p> <p>For Media Relations, Press inquiries, Press Release Information, Press Kits</p>	<p><b>Denise Buc</b>  <b>E-mail:</b> <a href="mailto:publicrelations@shaklee.com">publicrelations@shaklee.com</a></p>
<p><b>Shaklee Meetings</b></p> <p>To have your opportunity or product meeting posted on the Shaklee calendar, send the meeting details we will post it on the Shaklee calendar!</p>	<p><a href="#">Tell Us About Your Meetings!</a></p> <p><b>E-mail:</b> <a href="mailto:Meetings@shaklee.com">Meetings@shaklee.com</a></p>
<p><b>Shaklee Headquarters</b></p> <p>4747 Willow Road, Pleasanton, CA 94588</p>	<p><b>Phone:</b> 925-924-2000  <b>Fax:</b> 925-924-2862  <a href="#">Ask a Question</a></p>

<p><b>Shaklee Canada</b></p> <p>3100 Harvester Road, unit 7, Burlington, Ontario, L7N 3W8</p>	<p><a href="#">E-mail Shaklee Canada Office</a></p> <p><b>General Manager:</b> Jodi Muraca</p> <p><b>Phone:</b> 905-681-1422 <b>Fax:</b> 1-800-281-4160 <b>Email:</b> <a href="mailto:Canada@shaklee.com">Canada@shaklee.com</a></p> <p><b>Toll Free in Canada:</b> 1-888-574-2553 <a href="#">View Site</a></p>
<p><b>Shaklee Mexico S.A. de C.V.</b></p> <p>Juan de la Fontaine No.23, Col. Chapultepec Polanco, Delegación Miguel Hidalgo, C.P.11560 México, D. F</p>	<p><a href="#">E-mail Shaklee Mexico Office</a></p> <p><b>General Manager:</b> Julio Cepeda</p> <p><b>Phone:</b> 011-52-55-91-38-7000 <b>Fax:</b> 011-52-55-91-38-7046 <b>Email:</b> <a href="mailto:servicioclientes@shaklee.com.mx">servicioclientes@shaklee.com.mx</a> <a href="#">View Site</a></p>
<p><b>Shaklee Japan K.K.</b></p> <p>21st Floor, Shinjuku-Sumitomo Building Nishi-Shinjuku, 2-6-1, Shinjuku-ku, Tokyo, Japan 163-0221</p>	<p><a href="#">E-mail Shaklee Japan Office</a></p> <p><b>President:</b> Tadashi Saito</p> <p><b>Phone:</b> +81-3-3340-3654 <b>Fax:</b> +81-3-3340-3662 <a href="#">View Site</a></p>
<p><b>Shaklee Products (Malaysia) Sdn.Bhd.</b></p> <p>A3A-02, Empire Tower Empire Subang, Jalan SS16/1 47500 Subang Jaya, Selangor Darul Ehsan, Malaysia</p>	<p><a href="#">E-mail Shaklee Malaysia Office</a></p> <p><b>General Manager:</b> Victor Lim</p> <p><b>Phone:</b>603-5622 3188 <b>Fax:</b>603-5622 3199 (Customer Service) <b>Email:</b> <a href="mailto:inquiry@shaklee.com.my">inquiry@shaklee.com.my</a> <a href="#">View Site</a></p>
<p><b>Shaklee (Asia) Inc., Taiwan</b></p> <p>11F, No. 90. Sec. 1, Jianguo N. Road,</p>	<p><a href="#">E-mail Shaklee Taiwan Office</a></p> <p><b>General Manager:</b> Philip Wong</p>

<p>ZhongShan Dist, Taipei City 10491, Taiwan (R.O.C.)</p>	<p><b>Phone:</b> +886-2-2516-0339  <b>Fax:</b> +886-2-2516-0800</p> <p><b>Toll Free in Taiwan:</b> 0800-066-068  <b>Email:</b> <a href="mailto:tw-service@shaklee.com">tw-service@shaklee.com</a>  <a href="#">View Site</a></p>
<p><b>Shaklee China – Corporate Office</b></p> <p>Second Floor, Building #2, 15 Courtyard, Guanghua Road, Chaoyang District, Beijing, China 100026</p>	<p><a href="#">E-mail Shaklee China Office</a></p> <p><b>General Manager:</b> Philip Wong</p> <p><b>Phone:</b> +86-400-6280-110  <b>Fax:</b> +86-1085-885-622/33/55  <b>Email:</b> <a href="mailto:info@shaklee.com">info@shaklee.com</a>  <a href="#">View Site</a></p>
<p><b>PT. Shaklee Indonesia</b></p> <p>Menara Citicon Lt.12, Jl. Letjen S. Parman Kav 72 Slipi, Jakarta Barat 11410, Indonesia</p>	<p><a href="#">E-mail Shaklee Indonesia</a></p> <p><b>General Manager:</b> Enlie Widjaja</p> <p><b>Phone:</b> +62-(0) 21-2930-8728  <b>Fax:</b> +62-(0) 21-2930-8729  <b>Email:</b> <a href="mailto:jdinfo@shaklee.com">jdinfo@shaklee.com</a>  <a href="#">View Site</a></p>