

Q: What is Viiva's email and Customer support line?

A: support@viiva.com
801.770.4171

Q: How to get a will-call order?

A: Will-call orders cannot be arranged online.
You need to call our customer support at 801-770-4171 and order via phone, then pick it up or come in to our office in 3400 Ashton Blvd Suite 125, Lehi, UT 84043 and we will arrange the order while you are in the office. Shipping is free.

Q: What is cut-off time for creating an order for same-day shipping?

A: Noon (MST)

Q: How do I change my subscription?

A: Subscription can be changed either in your back office or by calling customer support at 801-770-4171. ****We will add the steps on how to change it in the back office, once that option is available*****

Q: How do I cancel my subscription?

A: Subscription can only be canceled by calling Customer Support at 801-770-4171.

Q: How do I track my order?

A: When we ship your order, you will receive an email (email you provided for us when you signed up) with a tracking link. Or if you log into your back office and click on Welcome... on the top of the screen, then click on My orders, you will see blue link by your order, click on it and it will take you directly to usps.com site or ups.com site.

Q: What method of payments does Viiva accept?

A: Viiva accepts all major credit cards as payments for orders. To pay in cash, you need to come to our office in Utah. We do not accept checks.

Q: What are Viiva's customer support hours and phone number?

A: Our customer support number is 801-770-4171. We work M-F 7am to 5pm MST.

Q: What is the Viiva “Back Office”?

A: Back office is your account where you can view your order history, track your orders, view your team, and place orders. You can access this by going to myviiva.com.

Q: How do I log in to my back office?

A: Go to myviiva.com enter your ID# and password

Q: How do I return Viiva products?

A: According to our policies and procedures, the first order can be returned within the first 30 days with 100% money back guarantee. Any subsequent orders must be unopened and undamaged and must be no more than 6 months of the expiration date. Viiva will charge a 25% restocking fee and processing fee for these refunds.

Return address is:

3400 Ashton Blvd
Suite 125
Lehi, UT 84043

Q: How do I receive my own promo code to share?

A: Log on to myviiva.com and select your name on the top right-hand side and click on “change settings”. Once on that page under Basic Information you will find “Login/Promo Code

Q: How long does my monthly subscription keep me active?

A: 30 days

Q: How often does Viiva’s subscription run?

A: It runs 30 days after your previous one.

Example: If my subscription ran April 1st my next subscription will run May 1st