



Direct



ONLINE ORDERS

Hints & Tips

- **You will only be able to place an order for yourself only.**
- **You will need to have MA Login enabled to place Online Orders.**

To do this you will need a working email address loaded onto our system as well as this enabled. Please contact customer services at 011 317 8436.

- **Your Username, = your MA number**
- **Once you are logged in you ARE UNABLE TO UPDATE ANY OF YOUR DETAILS you can only view your personal details.**

Ensure your delivery address and your banking/credit card details are correct and is loaded onto the system before you place your online orders. To verify this please contact our customer services at 011 317 8436.

- **Viewing your points**

You will be able to see and track your monthly points and qualification for status on the system. Please be aware that your points are an indication and are subject to change until the month is finalised.

Please note that your points may vary and the current month will disappear while a provisional run is in process. These runs happen throughout the day and will last approximately 10 minutes.

- **Processing**

All orders are packed and processed before 10am every working day. Orders processed after 10am will be processed the next working day.

- **Payment**

If your order has a failed payment you will not receive your goods. If you do not complete the payment process your goods will not be shipped. We would recommend that you contact us after placing your first online order to ensure you have completed the process.

Please feel free to contact us if you have any other questions regarding the online orders.

Ascendis Health Direct Customer Services: 011 3178436
cservice@ascendisdirect.com

