

How to Order

Date: 04/11/24

Step 1: Visit us online at www.theportal.life

Step 2: Login using your email address and previously selected password. You have the option of “remember me” to click on so your computer retains the login settings for future activities.

Step 3: Go to ‘Shop’ from the top menu bar to select your desired items from each category. Please note the Sacred Herb Formulas have been divided into 4 sections.

- General Wellbeing Formulas (e.g. 8/1, 6/1, 5:1 Balance, 5:1 Flow etc)
- Daytime Formulas (e.g. 1/1 and 1/3)
- Sleeping and Pain Relief Formulas (e.g. 1/5, 1/8, 1:6 Balance etc)
- HMI & Hydro Atomiser Solutions (E.g. HMI Release, 5;1 Vitality; 1:1 Creativity & 1:6 Balance Nasal sprays) **If you are paying for a Consultation or other administration fee you will find this in the “Consult Fees” section**

Please take time to look through each category, (Consult Fees, Hemp Range, Hemp Seeds & Edibles, Natural Lore Wellness Teas, Natural Lore Wellness Essences, Topical Products, Supplements, Pet Care, Set Programmes) to locate your preferred or recommended products before placing your first order to become familiar with this new system. If you cannot see your product or are not sure, contact your consultant directly and they can assist you with the process, or contact the office on (02) 4926 1881 to help place your order.

Step 4: When you have finished, select the CART icon and follow the prompts to enter your shipping details or select Local Pick-Up if you prefer to collect your order at Newcastle.

Step 5: Make payment online using your Credit Card, or PayPal account

Step 6: Once payment is complete, you will receive an order confirmation from orders@theportal.life

You will also receive confirmation of your payment from PayPal if selected as payment method.

Step 7: Australia Post will email you with your Parcel Tracking Number once your order has been dispatched from our distributor, Church of Ubuntu PO BOX 200 Newcastle NSW 2300

Step 8: If you have selected Local Pick Up, our Dispatch team will contact you to let you know that your order is ready for collection.

DELIVERY: Shipping is via Express Post and usually takes 2-3 working days.

COLLECTION: 97 Hunter St, Newcastle. Ordered and paid prior to pick up.
Office Hours: Monday to Friday 10am - 5pm (Excluding Public Holidays)