

FREQUENTLY ASKED QUESTIONS

Below are some commonly asked questions related to our products and our website.
If you have other questions, feel free to call our friendly customer service team on
1800-SWISSE

ABOUT OUR PRODUCTS

How do I choose the best Swisse product(s) for me?

As we are individuals, we have different nutritional requirements in order to function at our best. However, supplementing with a daily multivitamin may be beneficial to bridge daily nutritional requirements.

Do we really need vitamin supplements?

It is essential to make sure you are eating a balanced diet full of nutrients. However, not everyone has a healthy balanced diet due to lifestyle and dietary choices. Supplementation may help to support a healthy diet.

Is it normal for the colour of my urine to turn bright yellow after taking some Swisse formulas?

Yes. This is due to the metabolism of B vitamins and their elimination from the body. What your body requires for that day is utilised, and the remainder is excreted. This also shows that the tablet has disintegrated effectively in the body.

What age group is suitable to consume an adult dose?

It is suitable for individuals 18 years and older to consume an adult dose.

How should I store my vitamins and supplements?

We recommend referring to the label or to specific information on each individual product page on the Swisse Website for further guidance. Further to this, we recommend that you do not store Swisse supplements in direct sunlight or heat.

Can I take Swisse products if I have a medical condition or take medication?

We recommend consulting your primary health care professional before use.

Can I cut vitamin tablets in half if I can't swallow them whole?

We recommend that you consume the Swisse tablets whole. However, if you have difficulties swallowing the tablet in full, you can cut the tablet in half making sure all parts are consumed at the same time.

Where does Swisse source its ingredients?

We are committed to including premium quality ingredients in all Swisse products. To achieve this, we source ingredients from around the globe.

Should I take my vitamins with a meal?

Some dietary supplements are best taken with a meal, while others are best taken on an empty stomach. As such, we recommend referring to the label or to specific information on each individual product page on the Swisse website for further guidance.

Can I take vitamins and dietary supplements after the used by date?

We recommend that our products be consumed within the time period stipulated on the packaging.

What source of gelatin is used in your products?

Swisse softgel capsules use bovine gelatin, which is derived from cows. However, we recommend referring to individual product information for further guidance.

Why are there two types of authentication codes on the packages of your products?

Currently, some of our products have a code that is only able to be scanned by the Swisse App.

We are working to update the existing code with a new form of QR Code, which is able to be scanned by all the QR readers. This will make it more convenient to validate the authenticity of our products.

While we are transitioning to the new QR code, you may see both (old and new) codes in the market.