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## FW: Action required on your Shopify Account

1 message

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**From:** Shopify <[risk-management@shopify.com](mailto:risk-management@shopify.com)>  
**Sent:** Friday, March 17, 2023  
**Subject:** Action required on your Shopify Account

Hello,

Matteo here from Shopify's Trust & Safety team. This email is in two parts, please action both.

1) We found that your store, [REDACTED], is selling items that we consider to be pseudo pharmaceuticals which are not supported on Shopify Payments, as outlined in section B(5) of our [Shopify Payments Terms of Service](#).

Your Shopify Payments payouts have been placed on hold while we conduct this review. Customers can still place orders and pay with Shopify Payments during this review period.

In order to continue processing with Shopify Payments we will require you to remove these products from your Shopify storefront and all sales channels. Please note that if the products are re-published or re-added after this review your account will be subject to further reviews and actions. Please let us know the products have been deleted by responding directly to this email within the next 7 days.

- All products that contain the ingredient Nicotinamide Mononucleotide.

If you do not wish to remove the product(s), to continue accepting payments from your customers you'll need to set up an alternative payment provider. You may consider using [Bankful](#) or [Authorize.net](#). You may check out our [payment providers page](#) for a complete list of payment providers that integrate with Shopify in your region.

As a reminder, all Shopify merchants are responsible for complying with [Shopify's Terms of Service](#) and [Acceptable Use Policy](#). We recommend you review these policies to ensure your account remains in good standing.

2) We found that your store, [REDACTED], is making health claims relating to products that we consider to be pseudo pharmaceuticals. This may include some products that may be FDA approved.

In order to continue to support the sale of these products on your store we will require that you make some changes to these health claims. The following is a list of examples of health claims that require removal: (please note this list is not exhaustive)

[LIST REDACTED]

Your Shopify Payments payouts have been placed on hold while we conduct this review. Customers can still place orders and pay with Shopify Payments during this review period. Please let us know that you have made the requested changes by responding directly to this email within the next 7 days.

If you do not wish to alter the claims on the product(s), to continue accepting payments from your customers you'll need to set up an alternative payment provider. You may consider using [Bankful](#) or [Authorize.net](#). You may check out our [payment providers page](#) for a complete list of payment providers that integrate with Shopify in your region.

As a reminder, all Shopify merchants are responsible for complying with [Shopify's Terms of Service](#) and [Acceptable Use Policy](#). We recommend you review these policies to ensure your account remains in good standing.

If you have any questions, please reply directly to this email.

Thank you,

Matteo

Trust & Safety | Shopify

Ticket ID: [REDACTED]

For additional information and resources please see the links below.

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