



# Simplify your refills with Autoship





Autoship lets you schedule recurring shipments of the wellness products you need when you need them. You can even skip or reschedule shipments if life gets in the way! Autoship makes it easier to follow your supplement plan while also shortening your to-do list.

## Here's how it works

- 1 Add products to Autoship right from your cart.
- 2 Or, add products you've tried and know work for you from the Order History or Autoship pages.
- 3 Choose your shipping frequencies based on your practitioner's dosage instructions and change them anytime!

## Flexible scheduling for everyone's needs

In just a few clicks, Autoship's flexible scheduling features let you select different ship dates for different products, according to manufacturer or your practitioners' dosage instructions.

-  **Order now:** Need your supplements ASAP? You can order in advance of your next shipment date.
-  **Skip order:** Missed a few doses? It happens. Skip your upcoming shipment right from your account. Your products will be on their way on the next shipment date.
-  **Reschedule:** Have too much or your prescription changed? Reschedule your shipments anytime.
-  **Cancel order:** Completed your dosage? Is the product no longer working for you? Cancel anytime.

Any change to an order date impacts subsequent orders, based on the frequency selected.

# Frequently asked questions

## Can I bundle products into single shipments or select different shipment dates?

Yes! Products that have the same shipping frequency or were ordered on the same day can be bundled into single shipments. You can select different shipment dates for any product, regardless of dosage instructions or order date.

## Will I be notified before my order ships?

Yes again! You'll receive an email reminder and text message one week before your first ship date with a summary of the products and their charges. Your selected payment method will only be charged on the date your order is placed.

## What if I need to make changes to my order?

Due to the speed and volume of the products we ship, we can't modify or cancel orders that have already been placed. That said, you can modify your shipping preferences at any time from the Autoship page in your account by skipping, rescheduling, or canceling a recurring order.

## What shipping method is used?

Products that don't need their temperature regulated are shipped with our standard shipping option and arrive within **4-7 business days**. All heat-sensitive items are shipped with our priority option and arrive in **1-3 business days**.



"I love that Fullscript has Autoship so I can just click a button and have everything shipped to me each month and not have to worry about it."

**Ally Carstensen** — Fullscript Patient

## Still have some unanswered questions?

We're here to help! Chat, call, email, or self-serve for help at [fullscript.com/support](https://fullscript.com/support).

