



# Autoship & Save FAQs

Making refills more convenient and affordable

## What is Autoship & Save?

Autoship & Save is a flexible discount program that works with Autoship, Fullscript's automated refill service.

At your practitioner's discretion, you can receive a discount on all Autoship orders so it's even easier to follow your supplement plan.

## How does an Autoship discount benefit me?

Your Autoship discount is stacked on top of any other discounts you receive on Fullscript.

## How do I know what my Autoship discount is?

You can always view your Autoship discount by going to your Autoship page. In some instances, you may receive an email notifying you about a change to an Autoship discount.

## Which orders does an Autoship discount apply to?

Once you place your first order, the Autoship discount will then be applied to all subsequent orders scheduled of the same products.

## What happens if my practitioner increases my Autoship discount?

You'll automatically receive the new, higher discount on any new Autoship orders and products that had previously been added to Autoship for as long as the product is active on Autoship.

## What happens if my practitioner decreases my Autoship discount?

No worries. With legacy discounting, you'll continue to receive the same Autoship discount on scheduled orders that were shipped before the discount was changed for as long as the product is active on Autoship. Any new Autoship orders that you set up will receive the new, decreased discount.



## How do I schedule orders using Autoship?

There are a number of ways to add products to Autoship. While preparing an order, you can add the product to Autoship and select a shipping frequency from the product page or from your cart. You can also set up an Autoship without placing an order. Just click the ellipsis next to a product and select “Add to Autoship”. Learn more about adding products to Autoship [here](#).

## What if I add a previously ordered product to Autoship?

No problem. Just go to the Autoship page and view your order history. There, you can add any of those products to Autoship.

## What if I want to make a change to my Autoship orders?

Making a change is easy to do. You can skip, reschedule, or cancel Autoship at any time.

## Do savings apply to Autoship orders I've already set up?

Yes! Your Autoship discount applies to all scheduled shipments, whether they were set up before the discount became available or not.

## If I remove a product from Autoship, do I still receive the extra discount on that product?

No. Once you remove a product from Autoship, it will no longer be eligible for the extra Autoship discount. However, you will still receive any applicable dispensary discounts.

## Does an Autoship discount change how much I need to pay for free shipping?

No. The same free-shipping threshold applies whether you're shipping within the [United States](#) or [Canada](#).

## Can my practitioner set up Autoship for me?

Your practitioner cannot set up Autoship on your behalf. However, if you're having trouble, you can always reach out to our Customer Support Team, they'll be glad to walk you through the process!



**Speak to Fullscript's Customer Success team**

[Email or chat](#) | 1 (866) 807-3828