



# Fullscript Daily Packs FAQ

Do you or your patients have questions about Fullscript's Daily Packs? We have answers!

## How do I prescribe Fullscript Daily Packs?

There are two ways to prescribe our Daily Packs. You can select from ready-made daily packs curated by the Fullscript Integrative Medical Advisory Team or curate your own with customized daily packs.

## What is the selection of supplements like?

Choose from our [catalog](#) of dozens of brands and products, which is continually expanding as we add more options the year.

## Why should I choose Fullscript Daily Packs over other customized supplement packets?

With Fullscript Daily Packs, you can create 30 days' worth of customized, pre-sorted supplements that are easily integrated into your patients' existing treatment regimen. Customizable daily packs offer the benefit of convenience and consistency, while also being able to include your favorite ingredients!



And you and your patients will continue to enjoy the same world-class practitioner and patient experience. As with all our brands, Fullscript Daily Packs contain professional-grade vitamins, minerals, and supplement ingredients from brands you know and trust. These brands meet or exceed Fullscript's stringent quality standards. The items in daily packs are stored, packaged, and shipped according to cGMP requirements. You can read more about Fullscript's commitment to quality standards [here](#). Finally, you and your patients will also enjoy continuing to experience convenient and dependable ordering, shipping, and customer-support.

### **Can I change which supplements are in the packets or box?**

Yes, you can curate daily packs for your patients and customize day and night packets, both of which include dosage amounts.

### **Can I continue to prescribe ready-made Daily Packs?**

Yes, we will continue to offer ready-made Daily Packs as a convenient way for you to prescribe supplements to your patients.

### **Can my patients change which supplements are in the packets or box?**

At this time, patients cannot create their own customized daily packs. You will need to create them and include them in your patients' treatment plans.

### **Which brands and products are available in daily packs, and how are they chosen?**

The products in Fullscript Daily Packs have been selected based on ease of administration, as well as their ability to support dosing of evidence-based ingredients. All brands meet or exceed Fullscript's [quality standards](#) and include such trusted brands as Designs for Health, Vital Nutrients, Nordic Naturals, and Microbiome Labs.

### **What conditions do the supplements in daily packs support?**

Fullscript Daily Packs address such common conditions as:

- Adrenal and stress
- Blood pressure maintenance
- Immunity
- Sleep
- Digestive health
- Blood sugar
- Joint support
- Cholesterol
- Everyday health needs

## Am I able to brand, white, or private-label the box or individual packets for my patients?

Currently, individual supplement packets and an information booklet will be customized with the patient's first name. Additional customization and branding capabilities may be introduced in later iterations of Fullscript Daily Packs.

## Am I able to order daily packs in bulk and resell them from my clinic?

Fullscript Daily Packs can only be shipped directly to your patients' home address and are not available for resale.

Other supplement-packet offerings that allow for resale cannot be easily customized to each patient, and many require that orders be in large quantities, adding cost and inconvenience associated with the stocking and managing of inventory.

## Will my patients receive refill reminders, and can they opt to have daily packs sent automatically through Autoship?

Yes, daily pack refill reminders and Autoship will function the same way as other Fullscript products.

## Can daily packs be returned?

Because each daily supplement packet is individualized for a specific patient — each is customized with their first name and apportioned and sealed — Fullscript Daily Packs are final sale and ineligible for return, except in cases in which the contents exhibit signs of damage or degradation.

If your patient receives a product affected by a manufacturing or quality issue (such as an unusual smell or texture, broken tablets, receipt of expired products, damaged packaging, missing, or extra items in the packets), advise them to stop using the product immediately and ask them to complete the [product quality complaint form](#). Our team will follow up with the patient after reviewing their complaint.

To learn more about returns, please see the [Fullscript return policy](#) or contact [support@fullscript.com](mailto:support@fullscript.com). You can read more about our product complaint process [here](#).



## What do I do if my patient has an adverse reaction to a supplement?

Advise the patient to stop using the product immediately and report the incident by submitting an [Adverse reaction form](#) or calling customer support at (866) 807-3828.

Depending on the circumstances, a patient may qualify for a refund or product replacement. You can learn more about reporting complaints by accessing [this support page](#).

## Can I earn a margin on daily packs?

If you're currently earning a margin of sales, then you'll earn your usual margin on daily packs, too.

## Are daily packs available in Canada?

Daily packs are currently not available in Canada.

## Can I offer my patients a discount on daily packs?

Yes, you can offer a discount on daily packs just as you do on other Fullscript products.

## What is the shelf life of a daily pack?

Fullscript Daily Packs have a shelf life of at least 90 days from the packaging date.

## How many daily packs can my patient order at one time?

Patients can order as many daily packs as they would like. However, because they have a 90-day shelf life, we recommend that patients order a single 30-day daily pack supply at a time. Encourage your patients to take advantage of the convenience of Autoship to ensure that your patients always receive a fresh supply on hand.

## Can my patients order daily packs themselves, or do I need to recommend or prescribe them?

Patients will not be able to create their own customized daily packs. You will need to prescribe them for your patients by including them in a treatment plan. You can also include daily packs in a shareable wellness protocol.

- If you have your catalog permissions set to “open,” your patients will be able to browse and order ready-made daily packs.
- If your catalog permissions are set to “restricted,” patients will only be able to purchase daily packs if you include them in their treatment plans.

For more information on catalog permissions and how to change them, please read our [Practitioner catalog: Product catalog and permissions](#).

## How do I order a daily pack for myself?

Daily Packs are not available for wholesale ordering or in-office dispensing, so you won't see them in the wholesale catalog. To order one for yourself, add yourself as a patient and then send yourself a daily pack recommendation. You'll receive the same customized daily packs experience as your patients!

## Is the packaging recyclable?

The dispenser box and information booklet are recyclable. The packet/pouch material is not recyclable, but we plan to replace this material with something that's eco-friendly and meets our strict quality standards.

## What should I do if I want to request another product or brand to be included in Fullscript Daily Packs?

Please contact [support@fullscript.com](mailto:support@fullscript.com) with your request.

## How do I give feedback on my experience?

Please contact [support@fullscript.com](mailto:support@fullscript.com) with any feedback!



Still have questions? Connect with your account manager, if you have one, or get in touch with our world-class customer success team at [fullscript.com/support](https://fullscript.com/support)