



Fullscript Daily Packs FAQ

Have questions about Fullscript Daily Packs?
We have answers!

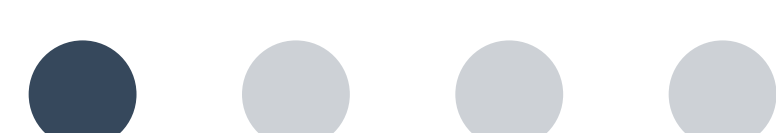
What Fullscript Daily Packs are currently being offered?

Fullscript now offers two types of daily packs: ready-made and customized daily packs. Ready-made Fullscript Daily Packs are condition-specific and created by the Fullscript Integrative Medical Advisory Team, available for purchase from the Fullscript catalog (depending on your practitioner's catalog settings). Customized Fullscript Daily Packs are curated by your practitioner, tailored to your unique needs. Please reach out to your practitioner to learn more about receiving customized daily packs.

How are Fullscript Daily Packs' brands and products chosen?

Both types of Fullscript Daily Packs are selected based on ease of administration and dosing and meet or exceed Fullscript's quality standards. All our professional-grade vitamins, minerals, and supplements contain evidenced-based ingredients from brands you know and trust. You can read more about Fullscript's commitment to quality standards [here](#).

We are continually growing the list of brands. Currently, you can access such popular brands as Designs for Health, Vital Nutrients, Nordic Naturals, and Microbiome Labs. The items in Daily Packs are stored, packaged, and shipped according to cGMP requirements.



What conditions do Fullscript Daily Packs address?

Fullscript Daily Packs offer support for:

- Adrenal and stress
- Adult Daily Essentials
- Blood pressure
- Immunity
- Sleep
- Digestion
- Blood sugar
- Joints
- Cholesterol

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

You can change the supplements that come in the customized daily packs that are designed to support your individual health goals. As your needs change, just ask your practitioner to make adjustments in those supplements.

Can I order Fullscript Daily Packs myself, or does my practitioner need to recommend them?

You can order ready-made daily packs from a practitioner's treatment plan from the recommendations / prescriptions page or from the catalog (if your practitioner has extended access).

You currently cannot order customized daily packs. Any customized packs must be prescribed by your practitioner.

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

The ingredients that are available in our customized Daily Packs catalog are curated for you by your practitioner who understands your individual health needs and goals.

Additionally, you will continue to enjoy the same world-class ordering, shipping, and customer support experience you've grown accustomed to.

Finally, 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](#).

Am I able to order Fullscript Daily Packs and pick them up at my practitioner's clinic?

At this time, our daily packs can only be shipped directly to your home address. You'll continue to enjoy the same world-class ordering, shipping, and customer support experience you've grown accustomed to.





Will I receive ‘refill reminders,’ and can I opt to have daily packs sent automatically via ‘Autoship’?

Yes, refill reminders and Autoship will function exactly the same with daily packs as other products you purchase through Fullscript.

Can customized daily packs be returned?

Because each daily supplement packet is created for a specific patient, is customized with your first name as well as your practitioner’s name, and has already been individually customized and packed, customized daily packs are final sale and ineligible for return unless the contents exhibit signs of damage or degradation. For additional details, please see the [Fullscript Return Policy](#) or contact support@fullscript.com.

What do I do if my daily packs exhibit signs of damage or degradation, or other product quality issues?

If you receive a product affected by a manufacturing or quality issue (e.g., unusual smell or texture, broken tablets, receipt of expired products, damaged packaging, missing or extra items in the packets, etc.), please complete the product quality complaint form and stop using the product immediately. Our team will follow up with next steps upon review of the complaint. You can read more about our product complaint process here: [Adverse reactions & product complaints – Fullscript Support](#).

What do I do if I have an adverse reaction?

If you experience an adverse reaction, we ask that you report the incident by submitting [an adverse reaction form](#) or calling us directly at (866) 807-3828.

Depending on the scenario, you may qualify for a refund or replacement for the product associated with the issue. You can learn more about that process and access the form here:

- [Adverse reactions & product complaints – Fullscript Support](#)
- [Adverse reaction form](#)

Are Fullscript Daily Packs available in Canada?

Daily packs aren’t available in Canada at this time.

What is the shelf life of a Fullscript Daily Pack?

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

How many daily packs can I order at one time?

You can order as many daily packs as you'd like. However, because they have a 90-day shelf life, we recommend that patients order a single 30-day supply at a time. Taking advantage of the convenient Autoship option will ensure that you always receive a fresh supply before running out.

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.

How do I give feedback on my experience?

Please contact support@fullscript.com with any feedback!



Still have questions?

Get in touch with our world-class customer success team at fullscript.com/support