

MAY 2023

Wellevate is moving to Fullscript

FAQs for our patients

Why is my practitioner moving from Wellevate to Fullscript?

Wellevate, the virtual dispensary your practitioner has been using to recommend supplements, has joined forces with Fullscript. Patients will be offered a single wellness experience on the Fullscript website. This will give you and your practitioner the combined power of the expertise, people, and technology of both platforms.

What is Fullscript?

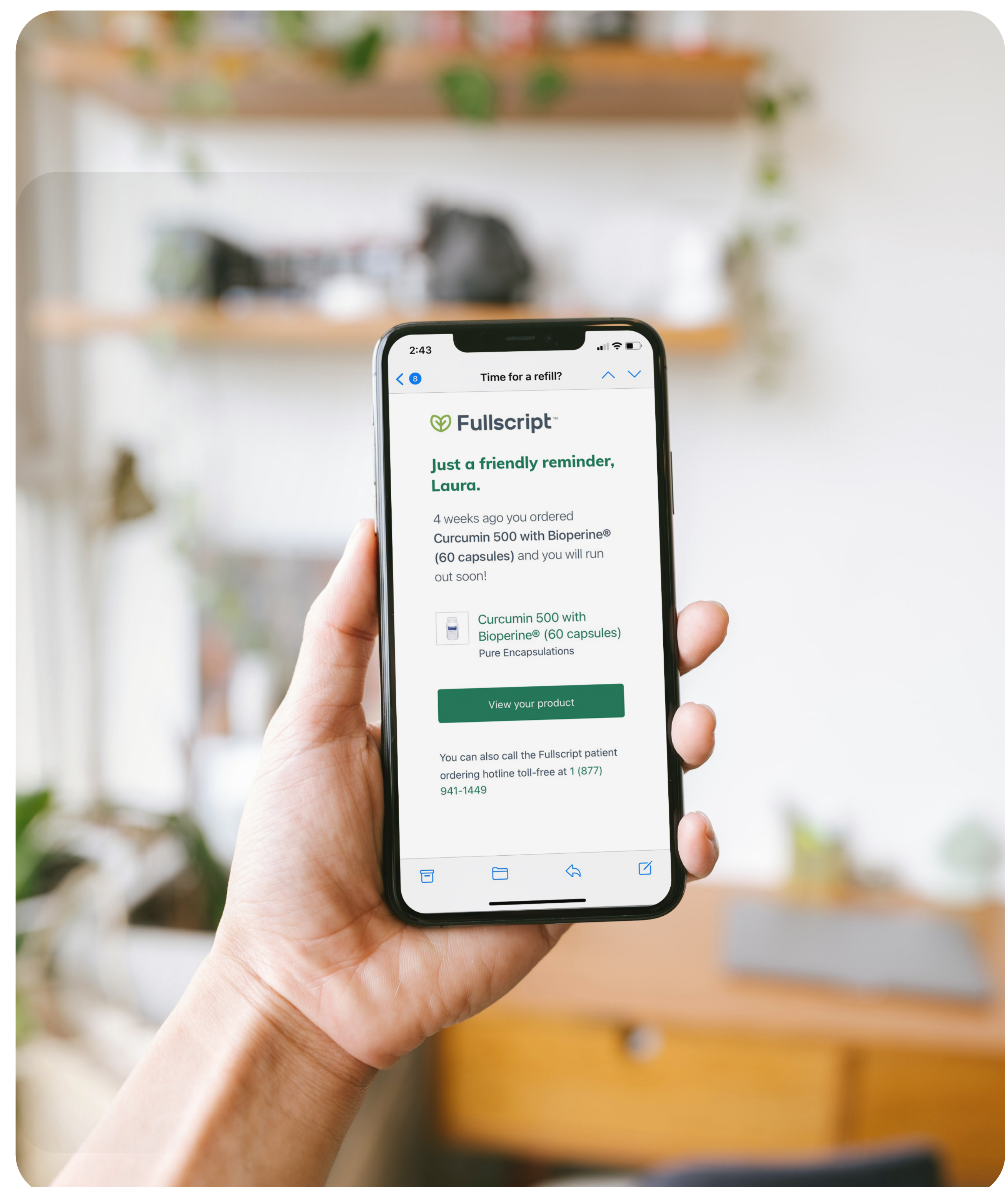
Fullscript is a free-to-use, digital wellness platform that allows patients and practitioners to order and recommend high-quality, cost-effective supplements in a way that's easy and convenient. Learn more about Fullscript [here](#).

What does this change mean for me?

After your practitioner moves to Fullscript, you'll receive easy-to-follow instructions on how to use Fullscript so that you can continue to conveniently order safe, high-quality supplements.

When will changes begin to happen?

In June 2023, we will start moving practitioners and their patients from Wellevate to Fullscript. Once your practitioner has made the transition, you'll be able to sync your accounts. There's nothing you need to do until you hear from us about next steps.



Account questions

What will happen to my Wellevate account?

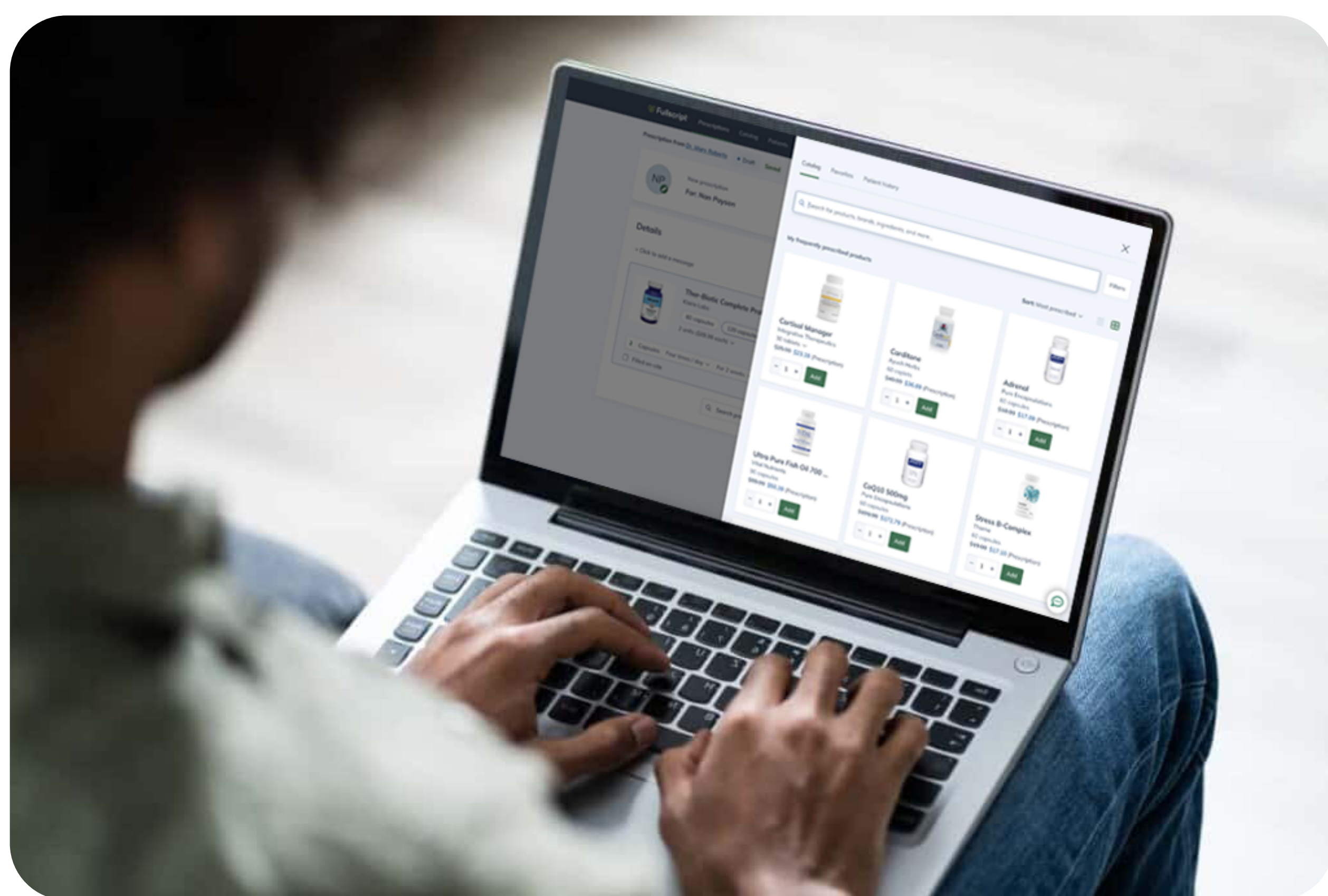
Once you've been asked to migrate your account to Fullscript, you'll have **14 days before your Wellevate account becomes read-only**. You'll still be able to access your recommendations, order history, and past receipts, but you'll need to sync your accounts to be able to place an order on Fullscript.

Will I still have access to my order history?

Yes. When you sync your accounts, your entire Wellevate order history will appear in your Fullscript account. Historical information is available in the Wellevate tab of the order history page, and will be labeled with the 'W' logo.

Will I still have access to my personalized recommendations?

Yes. When you sync your accounts, your personalized recommendations will appear in your Fullscript account. Historical information is available in the Wellevate section of the recommendations/prescriptions page.



What if I have more than one practitioner who's using Wellevate, Fullscript, or both?

If you have more than one practitioner, you can toggle between their storefronts and recommended supplement plans from within one Fullscript patient account. Learn more about switching between accounts [here](#).

What will happen to my Auto-Refills?

Once you sync your accounts, your Wellevate Auto-Refill(s) will be canceled. However, as soon as you access your Fullscript account, you can start scheduling recurring orders using Autoship. Autoship works the same way as Wellevate's Auto-Refills but with additional features, so you can stay on track with your supplement plans without missing a beat.

Does Fullscript have a mobile app?

Fullscript has launched a patient iOS mobile app in the US Apple Store, so you can place orders and stay on track with your supplement plan on-the-go.

Download the mobile app [here](#).



Service questions

Will product quality remain the same?

Fullscript is the trusted platform for safe, clinically-effective supplements that deliver optimal results. Patients can trust that each product's contents are accurately labeled. In fact, each of our brand partners commits to stringent product testing and label claims that are compliant with regulatory requirements.

Where are my products coming from?

We recently added more fulfillment centers to our network. Orders shipping within the United States are now fulfilled at our warehouses in Arizona, Pennsylvania, California, Virginia, and Kansas. We do our best to fulfill orders from the nearest fulfillment center.

Will service quality or policies change?

Having merged the support teams of both platforms, you'll receive world-class support when you have questions or concerns about any of the products available from Fullscript.

Will shipping costs change?

There are small discrepancies in pricing thresholds for free shipping between Wellevate and Fullscript. Shipping fees remain the same between Wellevate and Fullscript; however, there's a small \$1 discrepancy between the free shipping thresholds.

Find Wellevate's policies [here](#), and Fullscript's [here](#).

Will these changes impact product pricing?

Fullscript pricing will be nearly identical to that of Wellevate.

Can I still phone in to place an order?

Yes. Our Customer Success team is available to assist you. Just call us at 1 (866) 807-3828.

I prefer not to use email. Can I still migrate my Wellevate account to Fullscript and order products on the Fullscript website?

We recommend that patients who don't use email contact our Customer Success team directly at 1 (866) 807-3828.

Who do I contact if I have questions or want to give feedback?

Contact Fullscript's Customer Success team:
[Email or chat](#) | 1 (866) 807-3828

