

MARCH 2023

Keep your automatic refills going with Autoship

Did you use Auto-Refill to schedule supplement orders on Welleivate? Good news — Fullscript offers Autoship! It's just like Welleivate's Auto-Refill program, with a few added benefits. Let's help you get started.

Follow these steps to set up Welleivate Auto-Refill products on Fullscript using Autoship:

- 1 Go to the **Order History page** in your Fullscript account.
- 2 Navigate to the **Welleivate tab** to view your **Welleivate order history**.
- 3 Add products to your Autoship and select a frequency. Your past Welleivate auto-refill orders are labelled with "**Auto-Refill order**".
- 4 Enter **billing, shipping, and payment information** on the **Autoship page**.
- 5 You can make changes to your shipments anytime from the **Autoship page**, just like Auto-Refill.

If you'd like to set up new products on Autoship from the Fullscript catalog or a new treatment plan, you can add products to Autoship right from your cart.



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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

Frequently asked questions

What will happen to my Auto-Refills once I connect to Fullscript?

Once you complete your account sync to Fullscript, your Wellevate Auto-Refills will be automatically canceled. You'll be able to set up Fullscript's Autoship once you have accessed your Fullscript account.

What will happen to my Auto-Refills if I don't connect to Fullscript?

Once we notify you that your account needs to be connected to Fullscript, you have 14 days from that point to do so. After 14 days, your Wellevate account will become read-only.

Note: You'll still be able to receive and modify Auto-Refill orders until you connect to Fullscript.

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! 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 upcoming orders 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 to be 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.



Still have questions?

We're here to help!

Chat, call, email, or self-serve for help at fullscript.com/support

