Subscription: What is a Subscription, Create, Edit, Cancel, Add/Remove items, Subscription vs One Time order

* 9 days ago

* Updated

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**What is a Subscription?**

Subscription™ & Save is the most convenient way to save on your clean label essentials, and ensure that you'll never be out of your favorite Modere products. Using Subscription saves you a minimum of 5% on your recurring order every month. And the more unique items you add to Subscription, the more you'll save... up to 15% on every monthly order!

**How do I create a Subscription?**

To create a Subscription:

* Log into your modere.com account
* Click person icon to the left of the shopping cart
* Click “My Subscription” which takes you to Subscription Manager
* Select the date you would like your product sent each month (Subscription run dates are between the 2nd – 28th of each month)
* Add shipping address
* Select payment method to sue for your monthly Subscription
* Add product you would like sent out each

**How do I edit my Subscription?**

* Log into your modere.com account
* Click person icon to the left of the shopping cart
* Click “My Subscription” which takes you to Subscription Manager
* You now have the option to edit the following:
  + Subscription date
  + Payment
  + Address
  + Product

**How do I cancel my Subscription?**

Yes, you can cancel your Subscription anytime. Having a Subscription give you an opportunity to save. If you are wanting to cancel the Subscription, you will need to just empty your Subscription cart in your account and that will cancel your Subscription. If you want to make sure it is canceled, you may contact Customer Service and request for cancelling your Subscription.

Please remember that you can cancel your Subscription order template at any time. However, depending on the Subscription order status, the option of cancelling it may not be available. Please contact Customer Service 1.877.MODERE1 (877.663.3731) with questions.

**How do I add items to a Subscription?**

In order to add product to your Subscription template, log into your modere.com account, click person icon to the left of the shopping cart, click “My Subscription” which takes you to Subscription Manager, scroll down to product and add/remove the product you on your cart.

**What is a Subscription vs a One-Time order?**

One time orders are orders you place one time with any item of your choice. If a promo is available, you can apply it to these orders.

Subscription orders are recurring monthly subscriptions of the same products. You can update your Subscription order at any time to add or remove product.

**Why is my Subscription delayed?**

We apologize for the delay in receiving your shipment. While monthly Subscription orders do take priority in filling and shipping, they are handled in the order that they are received or scheduled. Please know that your order will be handled in the quickest and most efficient way. Please contact Customer Service 1.877.MODERE1 (877.663.3731) with questions.

**Subscription vs Autoship**

Orders that are processed on a monthly basis are often called Autoship orders. At Modere, Autoship orders are referred to as Subscription orders.