


Logging In

The login email is the same as the one used when checking out with the subscription product. To set the password, an email is sent out once the purchase is made, this will include a link to create the account.

Updating Billing Information

In the **Billing Information** tab you'll find the current method of payment along with the current billing address. However, this is not the same as the shipping address. You would edit the address in this section if something has changed for the card holder's place of residence or the email address on file.

Mary Smith 

Billing information

DELIVERY SCHEDULE

SUBSCRIPTIONS

BILLING INFORMATION

PURCHASE HISTORY

Card on file

Card was removed or expired

[Edit](#)

Billing Information

Mary Smith
123 Fake Street
Notreathsvale, California 90210
United States

example@gmail.com

[Edit](#)

Update Shipping Address

Once logged in, click on **Subscriptions** and click **Edit** to the right of the address. This only affects the shipping/delivery address, this does not update billing information related to the method of payment.

Mary Smith  Subscription orders 

[Delivery schedule](#)

Subscriptions

[Billing information](#)

Address ID: #3432344 [\(See Details\)](#)
Ships To: Mary Smith, 123 Fake Street Notrealsville 90210 [Edit](#)

You will be taken to a page where you can modify any of the fields pictured below.

Shipping Address

[Go back](#)[Save](#)

Subscription #3432344

First Name

Mary

Last Name

Smith

Address line 1

123 Fake Street

Address line 2

Company

City

Notrealsville

Province State

California

Zip Code

90210

Country


United States

Phone

555 555 5555

Adding a Product to the Subscription

Once logged in, select the **Subscriptions** tab, then click **Add Product**. This will open a pop-up where you can search, view, and select additional products to add to your upcoming deliveries. You may also choose the frequency and first shipment date.

Mary Smith  Subscription orders

Delivery schedule

Subscriptions


Billing information

Purchase history

Address ID: #3432344 (See Details)

Ships to: Mary Smith, 123 Fake Street Notrealville 90210 [Edit](#)

| Product | Amount | USD |
|--------------------|--------|---------|
| Rose Essential Oil | 1 | \$23.20 |


 **ADD PRODUCT**

Switching Between Headbands & Clips

Once you've logged into your account, click on **Manage Subscriptions**. To the right of your Subscription click **Edit**. Under *Current Variant* click **Change product variant** and use the variant dropdown to choose your preferred style. Any changes made before the 10th will automatically go into effect for the coming month. If you update after that, send us an email, just to be sure we get the correct style out to you.

Swapping a Product

Once logged in, select the **Subscriptions** tab to view the current subscription products. On the far right, you can select **Swap** and select the replacement product.

Mary Smith  [Subscription orders](#) Add new address


[Delivery schedule](#)
Subscriptions
[Billing information](#)
[Purchase history](#)

Address ID: #3432344 (See Details)
Ships To: Mary Smith, 123 Fake Street Notrealsville 90210 [Edit](#)

| Product | Amount | USD | Frequency | Next charge date | |
|--------------------|--------|---------|-----------|---------------------|--|
| Rose Essential Oil | 1 | \$23.20 | 1 Months | Monday, December 25 | Edit Swap Cancel Move Delete |

Skipping a Delivery

Once logged in, click on **Delivery Schedule** on the left to see all upcoming deliveries for your subscriptions. To skip a delivery you can click **Skip** to the right of each one.


Mary Smith  [Delivery schedule](#)

Delivery schedule
[Subscriptions](#)
[Billing information](#)
[Purchase history](#)

Delivery schedule dates are when your order will be placed. Future deliveries will be added to your schedule as the date approaches.


December 25, 2017
123 Fake Street Notrealsville California 90210

Products
1 x Rose Essential Oil [Edit](#)


[Skip](#)

Cancelling a Subscription

In order to cancel your subscription, you will first need to log in to your account. Click the **Subscriptions** tab, then next to each of the products you are subscribed to is a **Cancel** button. You would use this if you would like to no longer receive this subscription product.

Mary Smith  **Subscription orders** [Add new address](#)


[Delivery schedule](#)

Subscriptions

[Billing information](#)

[Purchase history](#)

Address ID: #3432344 [\(See Details\)](#)
Ships To: Mary Smith, 123 Fake Street NotRealsville 90210 [Edit](#)

| Product | Amount | USD | Frequency | Next charge date | |
|--------------------|--------|---------|-----------|---------------------|--|
| Rose Essential Oil | 1 | \$23.20 | 1 Months | Monday, December 31 | Edit Swap Cancel  Move Delete |