Farmasi Subscription Program FAQ

for Beauty Influencers in USA

What is the Farmasi Subscription Program?

The Farmasi Subscription Program allows you to automatically receive your favorite Farmasi products on a recurring basis. This way, you never run out of essentials.

How do I enroll?

You can enroll in the program through our website. Simply add the products you want to your cart, go to your cart, select the "Subscribe" option for the items that you would like to subscribe to before checking out. You can have subscription orders and one-time purchases in a single order.

Will I get a discount by subscribing?

25% discount is only available for customers. However, you will still be purchasing the products 50% off the retail price.

Will my point earnings from my downline BIs change?

No, the points you earn from a BI on your downline will stay the same.

How will my point earnings from my customers change?

Point earnings will be the same. However, as the prices will go down for your Preferred Customers, you will earn half the B2C commission you earn from a standard customer order from Preferred Customer orders.

How can I track my subscription orders?

You can track these orders from “My Orders” report in your back office, just as any other order type.

How do I manage my own subscriptions?

You can review your subscription details under Farmasi Subscription Program Menu.

Unfortunately, once you set up your subscription order, you will not be able to do the following during the beta phase:

1. Remove items from your subscription order.
2. Add items to your subscription order.
3. Change shade/flavor of the items that are currently in your subscription order
4. Change the method of shipping, shipping date, or frequency of the shipments.

Adding/removing items, changing the package content or method of payment, and shipping preferences will be available soon. We will inform you when the beta phase is successfully completed.

How do I add or remove items from my subscription?

Unfortunately, during the beta phase, you will not be able to add or remove items from your subscription packages. This feature will be available after finishing the beta phase. We will inform you when the beta phase is successfully completed. You will need to cancel your subscription and build it again when you need to add or remove items during this beta phase.

When is the last time I can make changes to my subscription before it ships?

Unfortunately, during the beta phase, you will not be able to make changes in your shipment preferences for your subscription packages. This feature will be available after finishing the beta phase. We will inform you when the beta phase is successfully completed.

Can I reactivate a previous subscription?

Unfortunately, you will not be able to do this during the beta phase. Instead, you can start a new subscription.

How do I update the shipping address on my subscription?

Go to your back office. Click on “Personal Information” under “Information” Menu. Update the address under “My Contact Info”. Then click on “Update” button. Your shipping address will be updated.

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How do I add a credit card or new payment method?

You can add and save the information of a new credit card during the checkout or from your back office. To add it from your back office, you can go to “Saved Payment Methods” under “Information” menu. Click on “Add a New Method”. Type the required information and click on “Save”.

You can use this credit card for your subscription orders as well as your one-time purchases.

How do I update my credit card or payment method?

Unfortunately, during the beta phase, you will not be able to make changes in your payment methods after setting up a subscription. This feature will be available after finishing the beta phase. We will inform you when the beta phase is successfully completed.

What happens if my credit card declines on my monthly subscription?

If your credit card is declined, we will attempt to process the payment again after 24 hours and after 48 hours. If the payment does not go through on all of these attempts, your subscription order will not be processed for this month. If you prefer to keep this subscription, the system will automatically attempt to process the payment when the next subscription order shipment date arrives.

Unfortunately, during the beta phase, you will not be able to make changes to your payment methods. This feature will be available after finishing the beta phase. We will inform you when the beta phase is successfully completed.

Which products can I subscribe to?

You can subscribe to all Farmasi products that have a "Subscription Eligible” tag.

Do I have free shipping?

Free shipping is not available on subscription packages for Beauty Influencers. Free shipping is available on subscription packages of $40 or more for Preferred Customers.

Is there a limit to how many subscriptions I can have in a month?

There is no limit to the number of subscriptions you can have in a month.

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What are the dates I can select as the warehouse processing date for my subscription order?

You can choose any date between the 5th and 25th of each month for warehouse processing.

What is the frequency of subscription orders?

You can choose to receive orders every month or every two months.

Can I pause my subscription?

Unfortunately, during the beta phase, you will not be able to pause your subscription. You can cancel your subscription package instead. If you would like, you can set up a new subscription package at any time.

What is the return policy for subscription orders?

Our return policy is the same as our standard orders.

To cancel your account, go to "My Subscriptions" on your back office, and select the package you would like to cancel. Click on the “Cancel Subscription” button.

How do I cancel my Subscription?

To cancel your account, go to "My Subscriptions" on your back office, and select the package you would like to cancel. Click on the “Cancel Subscription” button.