



AUTO-REFILL FREE SHIPPING FAQ

What is the Auto Refill Program?

We're glad you asked! The Auto-Refill Program is an exclusive program for people who are excited about receiving free shipping on monthly deliveries of all of their favorite Unicity products.

How can I subscribe and save with this Auto-Refill Program?

1. Sign up for a monthly Auto-Refill.
2. You can sign up by going online to your Unicity Office account.
3. You may also contact customer service via phone or email at 1-800-UNICITY (864-2489) / cs@unity.com • (M–F 7:00 a.m.–7:00 p.m. MT).

How do I qualify for free shipping?

Free shipping is available for ALL Unicity orders through the Auto-Refill program. To kick-off this great program, for a limited time, there is no minimum order requirement.

Can I get expedited shipping on my Auto-Refill?

Of course! But please note that the free shipping does not apply to expedited shipping rates and you will be required to pay this cost.

When can I start my Auto-Refill?

There is no waiting period. Simply choose a future date for your Auto-Refill.

When can I expect to receive my Auto-Refill?

The shipping time frame on Auto-Refill is the same as regular orders.

Can I modify or cancel my order?

In order to ensure that you receive your new order selection, we recommend any modifications of your Auto-Refill order take place at least 5 days prior to the date you have selected. If you need to cancel your Auto-Refill order, contact our Customer Service Team at 1-800-UNICITY (864-2489) • (M–F 7:00 a.m.–7:00 p.m. MT) or login to your virtual Unicity Office account.

What happens if I already subscribed to an Auto-Refill?

All Auto-Refills will receive free shipping starting August 1st.

Where is the Auto-Refill program currently available?

The Auto-Refill program is currently available in the US, Canada, and Puerto Rico markets. But don't worry, we are already working on getting other countries on the same great program in the future.

What if I forgot or do not have the login to my Unicity Office Account?

No problem! You can visit office.unitycity.com to reset your password or create a login by entering the email you have listed on your account. Customer Service will also be there to help you if needed.

For a limited time, ALL Auto-Refill orders - regardless of the size - will qualify for free shipping.