

What is Text Reordering?

Text Reordering is an easy, convenient way to reorder—you'll never have to worry about running out of lenses! Fifteen days before you're expected to run out of lenses (based on your prescription), we'll send you a text message as a reminder to reorder.

If you simply reply "YES" that actually confirms the reorder. No need to log in, no passwords to remember. Hooray for convenience! Happy, healthy eyes made easy.

How do I enroll?

We're glad you asked! Simply select the "Text Reordering" check box during your shopping experience on WalmartContacts.com.

How am I charged?

We will bill the credit card on file when your lenses ship.

What payment is accepted?

We accept Visa, MasterCard, Discover, and American Express.

How do I change or update my credit card information?

Easy! Simply go to the "Wallet" section of your Profile to add, edit, or remove cards.

How am I notified for my contact lens reminder?

We'll send a reorder text message fifteen days before your lens supply is set to run out (based on your prescription). Simply reply YES to confirm, NO to decline. Coming Soon: SNOOZE. Snooze will allow you to receive another reminder in 5 days. Texts are sent to the phone number in your profile. No more last-minute ordering!

What if I no longer wish to receive reorder texts?

You can easily opt out of Text Reordering messages, by viewing your orders and clicking "Deactivate". If you miss the convenience of Text Reordering, you can always sign up again during a future order.

Text Reordering

What will happen if my phone number changes?

We'll continue sending texts to the phone number in your account profile, so just be sure to update your number to avoid missing any reorder texts.

How will my orders ship?

You'll receive your order based on your prescription usage (daily, weekly, monthly, etc.) and the package size of the product. Reorders will always ship out via standard shipping, even if the initial order was expedited. Since we notify you fifteen days in advance, you won't need to worry about receiving your lenses in time.

What if I need to change my address?

No problem! Just update your shipping address in your WalmartContacts.com Account.

What do I do if my prescription changes?

If your prescription changes, you'll need to cancel your enrollment and create a new one with the updated prescription. You may cancel by selecting the "Deactivate" button under your orders. Then you can place a new order with the with the Text Reordering box checked during the ordering process.

How long do my reorder texts last?

We'll continue sending reorder text messages unless you deactivate - or your Prescription expires. Keep in mind, if you do not reply to any Text Reordering messages for 30 days, it will automatically expire as well.

How often will I receive reorder texts?

We'll only send a text when it's time for you to reorder. Timing is based on your specific prescription and modality (your lens wearing schedule). To ensure you always have a fresh pair of lenses, we'll send a reorder text fifteen days before you're scheduled to run out of lenses.

What is the modality of my lenses?	How often are my lenses shipped?	How many boxes do I receive annually?
Dailies 30 Pack:	1 box per eye every 1 month	24 boxes annually
Dailies 90 Pack:	1 box per eye every 3 months	8 boxes annually
Dailies 180 Pack:	1 box per eye every 6 months	4 boxes annually
2 Week 6 Pack:	1 box per eye every 3 months	8 boxes annually
2 Week 12 Pack:	1 box per eye every 6 months	4 boxes annually
2 Week 24 Pack:	1 box per eye every 12 months	2 boxes annually
1 Month 6 Pack:	1 box per eye every 6 months	4 boxes annually
1 Month 12 Pack:	1 box per eye every 12 months	2 boxes annually

What will happen if I don't reply to the reorder text?

We understand—sometimes messages slip through. We'll send another reminder message 5 days after the original notification. If you haven't replied after 30 days, we'll take the hint and automatically deactivate your enrollment. Of course, you can always enroll again the next time you order lenses.

Where do you ship?

We ship to the US and all APO/FPO/DPO US military locations. Currently it's not an option to place international orders online. For international inquiries, please contact our customer service department to see if we can still assist you.