

## **REFUND POLICY**

This policy outlines the terms and conditions under which refunds may be issued for services provided. Generally, refunds are not available; therefore, please carefully review this policy. Once your telehealth service has been rendered in full, a refund will not be provided.

### **Refund Eligibility:**

You are eligible for a full refund (minus refund cancellation fee) if you cancel your appointment more than 24 hours before your appointment time.  
*(See note 2 below for cancellation fee)*

You ***may be*** eligible for a full refund if your scheduled appointment is cancelled by Telehealth Nursing & Wellness Care and with *reasonable effort* by both parties a rescheduled appointment date and time is unable to be established by either party.

You ***may be*** eligible for a full refund if the service you are scheduled for cannot be provided by Telehealth Nursing & Wellness Care's nurse due to unforeseen circumstances, such as technical issues on behalf of Telehealth Nursing & Wellness Care, and *reasonable effort* has been made by both parties for an alternate solution, such as utilizing a telephone to complete your appointment.

### **\*Please note:**

1. *Reasonable effort and refund approval is at the sole discretion of Telehealth Nursing & Wellness Care's team.*
2. *There is a \$10 cancellation fee that will be deducted from the total of your refund due for appointment cancellation.*

## **Refund Will Not Be Issued:**

1. If you are not prepared for your virtual appointment leading to experiencing technical difficulties on your end due to poor or lost Wi-Fi connection, data storage issues, equipment malfunction, or any other technological challenges in which Telehealth Nursing & Wellness Care is unable to begin your appointment and/or unable to complete your appointment in the allotted appointment time, including having to end your appointment early due to technical issues or unable to complete your appointment via telephone.
2. If you are more than 10 minutes late in attending your appointment.
3. If you miss your scheduled appointment time.

## **Refund Rates:**

- 50% Refund – You will only be refunded 50% of the amount you paid while scheduling your appointment:
  1. If you cancel your appointment less than 24 hours before your appointment time.
    - *Please note: \$20 cancellation fee will be deducted from the total of your refund due for appointment cancellation less than 24 hours before your appointment time.*
- 100% Refund -You will be refunded 100% of the amount you paid while scheduling your appointment:
  1. If you are approved to receive a refund based on the above mentioned "Refund Eligibility"
    - *Please keep in mind: a \$10 cancellation fee that will be deducted from the total of your refund due for appointment cancellation*

*(\*View Financial Agreement and Appointment & Cancellation Policy for additional appointment terms & conditions)*

### **Refund Method**

Your refund will be issued using the original payment method that you used when you scheduled your appointment, unless otherwise specified or agreed upon by both parties. *\*Please allow at least 10-14 business days to receive your refund from Telehealth Nursing & Wellness Care.*

### **Non-Refundable Fees**

There are some fees associated with scheduling services and processing payments. Please review below:

#### **Administrative Fees:**

Certain administrative fees, such as appointment scheduling fees or processing fees, may be non-refundable, even if the service has not been rendered. These fees cover the costs associated with scheduling, administration, and maintenance of Telehealth Nursing & Wellness Care's telehealth systems.

#### **Third-Party Fees:**

Third-party fees, such as payment processing fees or charges imposed by financial institutions, are beyond Telehealth Nursing & Wellness Care's control and may be non-refundable.

### **Refund Policy Changes**

Telehealth Nursing & Wellness Care reserves the right to make changes and/or update this Policy at any time, without prior notice. Any changes to this policy will be effective immediately upon posting on our website or making available in our patient intake forms. It is your responsibility to review this Policy periodically for any updates or changes.