

MED HEALING LLC

REFUND POLICY

Effective Date: August 1, 2026

OUR COMMITMENT TO FAIR AND TRANSPARENT BILLING

Med Healing LLC is committed to providing transparent pricing and fair billing practices. As a direct-pay telehealth practice, appointment times are reserved exclusively for each patient and represent dedicated professional time and clinical resources.

Accordingly, refunds are limited and are granted only under the circumstances described below.

By scheduling, booking, purchasing, or participating in services through Med Healing LLC, you acknowledge that you have read, understand, and agree to this Refund Policy.

REFUND ELIGIBILITY

Refund requests are reviewed on a case-by-case basis and are subject to the professional and administrative review of Med Healing LLC.

A refund may be approved only when **Med Healing LLC is unable to provide the scheduled telehealth service** due to circumstances within the Practice's control, including but not limited to:

- An inability to establish or maintain a functional audio and/or video connection through the Practice's telehealth platform.
- Technical failures that prevent the provider from conducting the scheduled medical consultation.
- Provider unavailability resulting in the inability to complete the scheduled appointment without an acceptable rescheduling arrangement.
- Other circumstances in which Med Healing LLC determines that the contracted telehealth service could not reasonably be delivered.

When appropriate, Med Healing LLC may, at its sole discretion, offer either:

- A full refund of the service fee; or
 - Rescheduling of the appointment at no additional charge.
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NON-REFUNDABLE SERVICES

Except as otherwise required by applicable law, refunds will generally **not** be issued for:

- Completed telehealth consultations.
 - Professional medical advice or clinical recommendations provided during a consultation.
 - Dissatisfaction with a diagnosis, treatment recommendation, or medical opinion.
 - Situations in which no prescription, medication refill, laboratory order, imaging order, referral, or other requested treatment is provided.
 - Missed appointments, late arrivals, or cancellations subject to the Med Healing LLC Cancellation, Late Arrival, and No-Show Policy.
 - Technical difficulties, equipment malfunctions, internet connectivity issues, or other circumstances within the patient's control that prevent completion of the visit.
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PROVIDER REVIEW

All refund requests are evaluated individually.

Approval or denial of a refund is made at the sole discretion of Med Healing LLC after review of the circumstances surrounding the appointment, applicable Practice policies, and any relevant documentation.

The submission of a refund request does not guarantee that a refund will be issued.

ACKNOWLEDGMENT

By scheduling services with Med Healing LLC, I acknowledge that I have read and understand this Refund Policy.

I understand that refunds are limited, are subject to provider and administrative review, and are generally available only when Med Healing LLC is unable to provide the scheduled telehealth service due to circumstances within the Practice's control.