

ChatRx Cancellation Policy and Procedure

1. Introduction

ChatRx allows users to close their accounts at any time. This policy outlines the steps for account cancellation, the impact on stored data, and any applicable refund considerations. Our goal is to provide transparency while ensuring security and compliance with healthcare regulations.

2. Account Cancellation Policy

2.1 User-Initiated Account Cancellation

Users may **cancel their ChatRx account at any time** through their account settings.

Account cancellations are permanent and cannot be undone.

Once canceled, users **lose access** to their account, including consultation history and prescription records.

2.2 Impact of Account Cancellation

Consultation History: Users will no longer have access to past consultations, prescriptions, or medical records stored on ChatRx.

Future Consultations: Active consultations must be completed before account closure.

Subscription (If Applicable): Users on a subscription plan must cancel their subscription separately before deleting their account to avoid further charges.

2.3 Data Retention After Cancellation

ChatRx may **retain user records for a legally required period** to comply with healthcare regulations and audit purposes.

Any personal information stored will be handled per ChatRx's **Privacy Policy and HIPAA compliance standards**.

2.4 Cancellation of a Subscription or Membership Plan

Users enrolled in an annual **membership** or **subscription plan** may **cancel anytime before the next billing cycle** to avoid future charges.

No prorated refunds are offered for partial months of service. Users will retain access to ChatRx services until the end of the current billing cycle.

2.5 Cancellation Due to Policy Violations or Misuse

ChatRx reserves the right to **terminate service without refund** if a user violates the Terms of Service, engages in fraudulent activity, or misuses the platform.

3. Account Cancellation Procedure


3.1 Steps for Users to Cancel Their Account

1. **Log into Your ChatRx Account.**
2. Navigate to **Account Settings > Manage Account > Delete My Account.**
3. Review the impact of cancellation and confirm your request.
4. Enter your password for verification and click **Confirm Cancellation.**
5. You will receive a **confirmation email** once your account has been deactivated.

3.2 Requesting Account Deletion via Customer Support

If you experience difficulties canceling your account, you may request account deletion by contacting ChatRx Support:

 **Email:** trust@chatrx.md

 **Support Hours:** Monday–Friday, 8 AM – 8 PM (EST)

Required Information:

To verify your identity, please include:

- Full Name
- Registered Email Address
- Reason for Cancellation (Optional)
- Last Four Digits of Your Payment Method (for security verification)

4. Exceptions and Special Cases

4.1 Medical Records Request After Cancellation

If users need a copy of their past medical consultations after account cancellation, they must **submit a written request** within **30 days** of closure.

2-20-25

Requests should be sent to trust@chatrx.md and processing may take up to **10 business days**.

4.2 Cancellation by ChatRx Due to Policy Violations

ChatRx **reserves the right** to terminate accounts due to fraudulent activity, policy violations, or misuse of services.

Users will be notified via email regarding the reason for account closure.

5. Refund Policy for Canceled Accounts

- **One-Time Encounters:** Refunds are not issued if a consultation has been completed before account cancellation.
- **Membership & Subscription Users (If Applicable):**
 - Users must **cancel their subscription separately** before deleting their account to avoid being charged again.
 - No prorated refunds will be issued for unused subscription periods.
- **Duplicate Charges or Billing Issues:** Users may submit a refund request within **7 days** of the charge by contacting trust@chatrx.md

6. Reactivating a Closed Account

- Once an account is deleted, it **cannot be recovered**. Users wishing to use ChatRx again must **create a new account**.