

# Refund Policy for ChatMD-ChatRx Services

At ChatRx, we strive to provide high-quality, accessible, and convenient telehealth services for our customers. To ensure transparency and customer satisfaction, we have established the following refund policy for all our service fees:

## Refund Eligibility

Refunds are available under the following conditions:

1. **Technical Issues:** If you encounter a verified technical problem that prevents you from accessing or completing our services (e.g., inability to process a prescription due to system errors), you may be eligible for a full or partial refund of the associated fee(s).
2. **Service Not Rendered:** If you pay for a service that we are unable to deliver (e.g., a prescription is deemed medically inappropriate after evaluation, or a work/school note cannot be issued due to eligibility criteria), a refund will be issued for that service.
3. **Duplicate Charges:** If you are mistakenly charged more than once for the same service, we will refund the duplicate amount.

## Non-Refundable Fees

Some fees are non-refundable under the following circumstances:

1. **Annual Subscription or Membership Fee:** This fee covers your account setup and ongoing access to our platform. Once activated, this fee is non-refundable, even if services are not used during the year.
2. **Completed Transactions:** The \$20 medical visit transaction fee for completed and delivered services (including issuing prescriptions or medical recommendations) is non-refundable unless the service falls under the "Refund Eligibility" criteria outlined above.
3. **Work/School Notes:** Fees for work or school notes are non-refundable if the note is accurately issued based on the information provided by you.

## How to Request a Refund

If you believe you are eligible for a refund, please follow these steps:

1. **Contact Support:** Email our customer support team at [trust@chatrx.md](mailto:trust@chatrx.md) within 7 days of the transaction.
2. **Provide Details:** Include the following information in your request:
  - Full name and account email address
  - Date and type of service

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- Reason for refund request (include any relevant documentation or screenshots if applicable)
- 3. Resolution Timeline:** Refund requests will be reviewed and processed within 10 business days of receipt. Approved refunds will be credited to the original payment method used during the transaction.

### **Disputes and Further Assistance**

If you have concerns about a refund decision, please contact our support team at [trust@chatrx.md](mailto:trust@chatrx.md). We are committed to addressing your concerns promptly and fairly.