

# Return and Refund Policy for Zenith Health Ventures, LLC DBA HLTHI

## Introduction

At Zenith Health Ventures, LLC, doing business as HLTHI ("HLTHI," "we," "us," "our"), we are committed to providing our patients with exceptional care and service. This policy outlines the circumstances under which returns and refunds are processed, emphasizing our telehealth consultations and prescribed medication policies.

## Consultation Refund Policy

We offer telehealth services that connect patients with healthcare professionals for medical consultations. Due to the nature of our services:

- **No refunds will be issued once a patient has been seen by a doctor.** Our charges are for the professional service provided by our healthcare professionals. Once this service has been rendered, we cannot offer a refund.

## Medication Refund Policy

Prescribed medication is a crucial part of the treatment process for many conditions. Because these medications are personalized for each patient:

- **No refunds can be issued once medication has been ordered.** This policy is in place due to regulatory standards and the personalized nature of prescription medication. Once a prescription order is processed and sent to the pharmacy, we cannot accept returns or process refunds.

## Exceptions

The following are exceptions to our no-refund policy:

- **Duplicate charges** due to processing errors. If you notice a duplicate charge, please contact us immediately for a refund of the duplicate amount.
- **Technical issues** that prevent the completion of a consultation may be eligible for a refund or rescheduling at no additional cost.

## Processing Refunds

Eligible refunds will be processed to the original method of payment within 7-10 business days of the refund approval. Please note that processing times can vary depending on the financial institution.

## Contact Us

If you have questions or concerns regarding your service, including issues that might qualify for a refund under our exceptions policy, please reach out to our customer service team for assistance. We are dedicated to addressing your concerns promptly and efficiently.

### **Changes to Our Policy**

HLTHI reserves the right to modify or update this Return and Refund Policy at any time. We encourage our patients to review it regularly to stay informed of any changes.