

REFUND AND CANCELLATION POLICY

Effective Date: August 25, 2026

General Overview

This Refund and Cancellation Policy outlines the strict contractual terms governing cancellation rights, membership renewals, and refund eligibility for all Program Fees, consultations, lab panels, and products facilitated through the Platform. The Company reserves the right to modify the terms of this policy at any time in accordance with the Terms of Use.

1. Appointments and Scheduling Cancellations

- **Cancellation Window:** Members may cancel or reschedule active consultations or Virtual Visits at any time through the patient portal or by contacting their Member Experience Coordinator.
 - **Missed Appointment / Late Cancellation Fees:** Missed consultations or cancellations made without sufficient advance notice are subject to a fee. In accordance with the Terms of Use, the Company will provide you with at least three (3) business days' advance written notice before any missed appointment or late cancellation fee is charged to your payment method on file.
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2. Strict Refund Eligibility Conditions

All payments made on the Platform are subject to the following strict clinical processing conditions:

- **Full Refund Eligibility:** A full refund or administrative credit can *only* be issued for a service or per-visit consultation before your clinical intake forms, medical data, or wellness surveys have been submitted to a prescribing Provider for clinical review.
 - **Absolute No-Refund Trigger:** NO REFUNDS WILL BE ISSUED ONCE YOUR MEDICAL DATA HAS BEEN REVIEWED BY A PROVIDER, A PRESCRIPTION HAS BEEN WRITTEN, A LAB PANEL HAS BEEN INTERPRETED, OR A CLINICAL WELLNESS RECOMMENDATION HAS BEEN GENERATED.
 - **Consent Withdrawal Limitation:** If a patient chooses to withdraw their consent to treatment, telehealth, or peptide therapy *after* clinical review has commenced or a prescription has been sent, the patient remains fully financially responsible for the full fee, and no money will be refunded.
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3. Prescription and Compounded Products

- **No Returns or Exchanges:** Due to federal and state health safety regulations governing prescription items, all sales of prescription medications, compounded products, and clinical supplies are final. We cannot accept returns, exchanges, or issue refunds for shipped medications or compounded products under any circumstances. Once a prescription is compounded or shipped, it is legally impossible to reuse or restock, and the billing is non-refundable.
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4. Membership and Prepaid Subscription Rules

- **Voluntary Cancellation:** You may cancel your Membership Agreement at any time. To prevent the auto-renewal and charging of the next cycle's Program Fee, you must provide at least fifteen (15) days' prior written notice of cancellation to the Company. Notice must be submitted via email to contact@cellbeautyhealth.com or via certified mail to *Cell Beauty Health, 111 SW 6th St., Fort Lauderdale, FL 33301, Attn: Member Services*.
 - **Prepaid Term Forfeiture:** Program Fees paid in advance for quarterly or annual billing cycles are strictly non-refundable upon voluntary cancellation by the Member.
 - **Pro-Rata Exceptions:** If the Company terminates this Agreement without cause, we will issue a pro-rata refund of any prepaid Program Fees attributable to the unused portion of your then-current billing cycle.
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5. Contact and Support

For any questions regarding billing disputes, refund requests, or subscription cancellations, please reach out directly to: Cell Beauty Health Email: contact@cellbeautyhealth.com Phone: (754) 216-3572