

LEGAL · CLIENT-BRANDABLE TEMPLATE

Refund & Shipping Policy

Standard refund and shipping language for Rx + supplement fulfillment. Replace {{Brand}} placeholders.

Shipping

PRODUCT	METHOD	TIMING
Compounded Rx (refrigerated)	2-day cold chain	Ships within 72 hrs of provider approval
Standard Rx	USPS Priority	Ships within 48 hrs of provider approval
Supplements / OTC	USPS Ground Advantage	Ships within 24 hrs

Refunds — Consultation Fees

Consultation fees are non-refundable once a provider has reviewed your intake. If a provider is unable to prescribe due to safety reasons, the consultation fee is refunded in full.

Refunds — Medication

Federal law (21 CFR 1304.11) prohibits the return of dispensed prescription medication. Refunds are issued for orders not yet shipped, or in the case of pharmacy error.

Refunds — Supplements

Unopened supplements may be returned within 30 days for a full refund minus return shipping.

Cancellations

Cancel any recurring subscription at least 3 business days before the next ship date to avoid billing for that cycle.