

On Wellness — Refund & Cancellation Policy

Our Approach

On Wellness is committed to transparent pricing and straightforward billing. This policy explains when a patient may request a refund or cancellation for services and products purchased through our telehealth platform. It applies alongside our Terms and Conditions and Privacy Policy.

1. Refunds We Provide

The amount paid for a treatment is refunded in full in each of the following circumstances:

- The treating clinician determines that the requested treatment is not medically appropriate for the patient, and no alternative treatment is accepted.
- The treatment cannot lawfully be prescribed or shipped to the patient's state.
- The patient cancels before the pharmacy has begun processing the order.
- The order cannot be fulfilled due to backorder, discontinuation, or pharmacy inability to fill, and the patient does not wish to substitute or wait.
- The patient was charged in error, charged more than once, or made an overpayment.

Payment does not guarantee that a prescription will be issued. Where a prescription is not issued for the reasons above, the applicable amount is refunded.

2. Prescription Medications

Prescription medication orders are subject to the policies of the dispensing pharmacy and applicable law. Because prescription medications are prepared, labeled, and dispensed for a specific patient and cannot lawfully be returned to inventory, resold, or reused, medication charges are generally non-refundable once the pharmacy has begun processing, preparing, dispensing, or shipping an order. Partially used courses of therapy are not pro-rated. Where a prescription cannot be fulfilled for a reason described in Section 1, or because of an error attributable to On Wellness, the unfulfilled portion of the applicable charge is refunded.

3. Telehealth Consultations

Consultation fees are refundable when the consultation has not yet been provided and the clinician has not begun reviewing the patient's information. Once a consultation has been completed or clinical review has begun, the consultation fee is generally non-refundable, except where On Wellness determines that a refund is appropriate due to an error or other exceptional circumstance. Missed or late-cancelled appointments are non-refundable where a fee was disclosed in advance.

4. Laboratory Testing

Payments for laboratory testing are generally non-refundable once a laboratory order has been issued or scheduled, or a specimen has been collected. If a patient has been charged in error, or the laboratory service cannot be provided for reasons attributable to On Wellness, the applicable amount may be refunded.

5. Purchases and Billing

Treatments are sold as a defined course of therapy and billed as one-time purchases. There are no subscriptions and no automatic renewal. Where an installment or recurring billing arrangement is offered, its terms are disclosed and confirmed at checkout before payment, and future payments may be stopped at any time by written notice. Amounts already paid for medication already processed or dispensed remain subject to Section 2.

6. Medical Decisions and Treatment Outcomes

Clinical decisions are made by the treating licensed clinician based on the patient's medical information and applicable standards of care. No specific clinical result is promised or guaranteed, and results vary between individuals. A refund is not available solely because a patient is dissatisfied with a medical outcome or experienced an expected effect of a treatment. Patients experiencing side effects or any concern about a treatment should contact their clinician. In a medical emergency, call 911.

7. Damaged, Lost, or Incorrect Shipments

Patients should contact On Wellness within 7 days of the delivery or expected delivery date. Because dispensed medication cannot be returned to inventory, verified cases are resolved by replacement at no additional cost; where replacement is not possible, a refund is issued. Medication stored outside its labeled conditions after delivery cannot be replaced or refunded.

8. How to Request a Refund or Cancellation

Patients may request a refund or cancellation by contacting On Wellness using the support contact information provided on our website or patient portal, within 14 days of the charge. Requests should include the patient's name, the date of purchase, the order number, and a brief description of the request. We review requests promptly and communicate the decision to the patient.

9. Processing Refunds

Approved refunds are returned to the original payment method. Please allow approximately 5–10 business days after approval for the refund to appear, depending on the payment processor or financial institution.

10. Payment Disputes

If a patient believes a charge is incorrect, we ask that the patient contact us first so the charge can be reviewed promptly and in good faith. On Wellness may respond to a payment dispute with documentation of the services and products provided.

11. Policy Changes

This policy may be updated from time to time. The refund and cancellation terms presented to a patient at the time of purchase will generally govern that transaction, subject to applicable law.

Important Notice

This policy is intended to provide clear consumer-facing information and does not replace applicable federal or state law, pharmacy requirements, or the professional judgment of a licensed healthcare practitioner. Where applicable law provides a patient with a greater right to a refund, cancellation, or other remedy, the applicable law will control.

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