

# The Essential Nurses, PLLC

## Refund Policy

**Effective Date:** June 1, 2026

At The Essential Nurses, PLLC, we strive to provide high-quality healthcare, wellness, educational, and consulting services. Customer satisfaction is important to us. Please review our refund policy carefully before purchasing products or services. Clear refund terms help set expectations and reduce misunderstandings.

### 1. Healthcare Services

Due to the nature of healthcare and professional services, refunds are generally **not available for services already rendered**, including but not limited to:

- Nursing assessments
- Concierge nursing services
- Personal care services
- Home visits
- Telehealth consultations
- Immunization services
- Wellness consultations
- Weight management consultations

If The Essential Nurses, PLLC cancels a scheduled appointment and cannot reschedule within a reasonable timeframe, a full refund may be issued.

### 2. Weight Management Programs

- Medical provider fees, consultation fees, and administrative fees are **non-refundable** once services have been initiated.
- Prescription medications, including Semaglutide, Tirzepatide, peptides, and other compounded medications, are **non-refundable and non-returnable** once ordered due to federal and state pharmacy regulations.
- If medication is damaged during shipping, customers must notify us within **48 hours** of delivery with supporting photographs.

### 3. Educational Programs & Training Courses

For CNA training, workshops, certification courses, and consulting programs:

- Cancellation **14 or more days before** the start date: Full refund minus a \$50 administrative fee.
- Cancellation **7–13 days before** the start date: 50% refund.
- Cancellation **less than 7 days before** the start date: No refund.
- Students who are dismissed due to policy violations are not eligible for refunds.

#### **4. Consulting Services**

Consulting fees are non-refundable once work has commenced. This includes:

- Business consulting
- Home health startup consulting
- Healthcare consulting
- Grant writing services
- Policy and procedure development
- Compliance consulting

If a project is canceled before work begins, a refund may be issued less any administrative costs already incurred.

#### **5. Physical Products**

For eligible retail products sold directly by The Essential Nurses, PLLC:

- Returns must be requested within **14 days** of purchase.
- Products must be unopened, unused, and in original packaging.
- Shipping costs are non-refundable.
- Customers are responsible for return shipping unless the item was received damaged or incorrect.

#### **6. Non-Refundable Items**

The following items are not eligible for refunds:

- Prescription medications
- Compounded medications
- Customized healthcare plans
- Digital products and downloadable materials
- Completed consulting services
- Gift cards
- Used or opened wellness products
- Services already rendered


#### **7. Refund Processing**


Approved refunds will be processed to the original payment method within **7–10 business days** after approval. Processing times may vary depending on the financial institution.


## **8. Contact Information**


For refund requests or questions, contact:

### **The Essential Nurses, PLLC**

 Mound Bayou, Mississippi 38762

 (901) 649-1123

 [The Essential Nurses, PLLC Website](#)

 Email: [info@theessentialnurses.com](mailto:info@theessentialnurses.com)

## **9. Policy Changes**

The Essential Nurses, PLLC reserves the right to modify this Refund Policy at any time. Any updates will be posted on our website and become effective immediately upon posting.

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**By purchasing products or services from The Essential Nurses, PLLC, you acknowledge that you have read and agree to this Refund Policy.**