



Dear Patient,

We want to take this opportunity to welcome you aboard and to express how happy we are to be a part of your weight loss journey.

We are committed to be there every step of the way and assist in any way we can to provide you with the support you need.

We want to ensure that you fully understand how the program works so that you may address any additional question or concerns with your Medical Representative.

12 WEEK SUPERSLIM & 7 WEEK CHOOSE-TO-LOSE PROGRAM

- Once your appointment with the physician is completed, your medication will be **special ordered through our Compound Pharmacies** and will arrive within **10-14 business days** from the time we receive all signed forms (medical intake, medication disclosure, Labs, and a copy of your driver's license).
- If you would like to expedite the delivery of your medication, you can upgrade your program. We can arrange for the compound pharmacy to move your order to the front of the line, and they will then arrive within 7-10 business days from the time we receive all signed forms (medical intake, medication disclosure, Labs, and a copy of your driver's license).

Please contact your representative for more information regarding the Expedited Delivery.

- LAB WORK NEEDED - CMP & A1C (Optional Thyroid Function, lipid panel)
- Your medical representative will create and email you the lab orders. You then can call your local laboratory testing centers and schedule your appointment.
- Please note, the labs are NOT included with your weightloss program.
- LabCorp testing is prohibited in NY, NJ, RI, MA and MD. Quest Diagnostics testing is prohibited in AZ, NY, NJ, and RI.
- If you have had these tests drawn within the last 90 days, you can send us a copy of your lab results, we will review and advise if there is anything else we need.

Important Disclaimer: The medication will NOT be shipped until lab results have been received.

- You will be invited to our secure Patient Portal where you will have access to upload documents directly to your chart as well as communicate with our medical staff in real time. There, we will be keeping you updated with the latest status and tracking information for your shipment as well as any updates or changes made to your account.

- You will receive all the information you need to store, administer, and track your progress with your shipment.
- It is important that you check the portal, so you never miss any notifications.

CANCELLATIONS / REFUND POLICY

All requests for cancellations and/or refunds must be submitted in writing via the messaging portal. These requests will be reviewed by our Accounting Department and handled on a case-by-case basis.

Please note, cancellations and/or refund requests made after medication has been shipped, will not be able to be processed until the medication has been returned and received at our facility. We will require proof of return, shipping/ tracking number, and once received, product needs to be intact (safely seal UNOPENED) and in its ORIGINAL packaging.