

## Payment Terms & Refund Agreement

At VI MED MOVERS, we strive to provide the highest level of quality healthcare, including frictionless access to medical providers and medications at prices that are affordable and accessible. We also make every effort to provide the highest level of patient care before and after the sale. If you have an issue with your order or your product, please reach out to our patient care team at [vimedmovers@gmail.com](mailto:vimedmovers@gmail.com). This Refund and Payment Terms Agreement (“Agreement”) governs the subscription, payment, and refund policies for all customers purchasing products or services, including medical weight loss programs, through VI MED MOVERS (“Company”). By subscribing or purchasing services, you agree to the following terms and conditions.

**1. Subscription Terms** All payments made for products and services are processed as recurring subscription payments, which will automatically renew each month unless canceled by the customer. Customers must provide a valid payment method at the time of subscription and ensure that sufficient funds are available for recurring payments. Customers may cancel their subscription at any time through the Company’s email.

**2. Commitment for Medical Weight Loss Programs** Medical weight loss programs, including those utilizing Tirzepatide and Semaglutide. If a customer cancels before completing the three-month commitment, they will be charged an early cancellation fee equivalent to the full retail monthly price of the program.

**3. Payment Plans** Payment plans are offered as interest-free options with no credit checks required. Customers on a payment plan who cancel before fulfilling the commitment will be charged the early cancellation fee as specified in Section 2. Customers are responsible for ensuring that all monthly payments are successfully processed on the agreed-upon dates.

**4. Cancellations and Refunds** Customers may cancel their subscription at any time by emailing VI Med Movers. The following terms apply to cancellation and refunds: Order Cancellation Requests: Order cancellation is not guaranteed after an order is placed. **Once the medical intake form has been completed, cancellations are no longer eligible for refunds.** Successful Cancellations: If your order is successfully canceled prior to medical intake, you will receive a refund minus a **\$99 administrative fee.** Fulfilled Orders: No refund will be issued for orders that have already been fulfilled and cannot be canceled. This policy complies with applicable regulations set forth by the U.S. Food and Drug Administration (FDA). Prescription Rejection: **If your prescription is rejected by your doctor, you will be fully refunded, and no administrative fee will be charged.** Cancellations made before fulfilling the three-month commitment will still incur the early cancellation fee as specified in Section 2.

**5. Non-Refundable Products and Services** Prescription medications and pharmaceutical products are non-refundable once the prescription has been approved and processed by the pharmacy. This non-refundable policy complies with applicable regulations set forth by the U.S. Food and Drug Administration (FDA).

**6. Lost Packages** In the rare case your package is lost in transit, VI MED MOVERS will reship your prescription or non-prescription order. The Company will work with the carrier (USPS, FedEx, UPS) to locate your package and redirect it if possible. Delays caused by weather or other unforeseen

circumstances may extend delivery times. We ship your order with cold packaging via overnight delivery. However, extensive testing has confirmed that the medication remains stable for several days even when exposed to high temperatures. If your package is lost in transit or does not arrive at the shipping address you provided, please contact our patient care team at [vimedmovers@gmail.com](mailto:vimedmovers@gmail.com).

**7. Governing Law and Disputes** This Agreement is governed by the laws of the state in which the Company operates. Any disputes arising under this Agreement shall be resolved exclusively in the courts located within the Company's jurisdiction.

**Customer Acknowledgment** By subscribing to the Company's services, you acknowledge that you have read, understood, and agreed to this Refund and Payment Terms Agreement. For further assistance, contact:

**VI MED MOVERS**

Email: [vimedmovers@gmail.com](mailto:vimedmovers@gmail.com)

Phone: (561) 889-8589