

Terms and Conditions

Welcome to CareSage. By engaging our concierge nursing services or purchasing our digital products, you agree to the following terms.

1. Scope of Services

- **CareSage Concierge Nursing:** Provides personalized, private-duty nursing care, patient advocacy, and care coordination. Services are performed by licensed professionals acting within their state-defined scope of practice.
- **CareSage Digital Downloads:** Provides educational guides, templates, and digital resources. These are for informational purposes only and do not constitute medical advice or a nurse-patient relationship.

2. Medical Disclaimer

CareSage is not an emergency service. If you are experiencing a medical emergency, call 911 or your local emergency number immediately.

- The content in our digital downloads is not a substitute for professional medical advice, diagnosis, or treatment.
- Always seek the advice of a physician regarding a medical condition.

3. Payment and Refunds

Service/Product	Payment Terms	Refund Policy
Concierge Nursing	Retainer or hourly rate as per individual contract.	Non-refundable once care has been initiated.
Digital Downloads	Payment is due in full at checkout.	Due to the nature of digital goods, all sales are final.

4. Cancellation Policy (Nursing Services)

We value our nurses' time. Cancellations for scheduled concierge visits must be made at least 2 hours in advance. Cancellations made with less than 2 hours notice may be subject to the loss of that week's membership service or the forfeiture of purchased hourly credits for that session.

5. Intellectual Property

All digital downloads, logos, and proprietary care methods are the intellectual property of CareSage.

- **License:** When you purchase a digital download, you are granted a single-user license for personal use.
- **Prohibitions:** You may not redistribute, resell, or "white-label" our content without express written consent.

6. Privacy and Confidentiality

- **Patient Privacy:** For concierge clients, we adhere to strict confidentiality standards and applicable healthcare privacy laws (e.g., HIPAA).
- **Data Collection:** We collect minimal data for digital purchases (email, payment info) as outlined in our Privacy Policy.

7. Limitation of Liability

CareSage shall not be held liable for any indirect, incidental, or consequential damages arising from the use of our digital products or the outcomes of nursing advocacy, provided services were rendered in good faith and within the standard of care.

8. Governing Law

These terms are governed by the laws of the State/Province where CareSage is registered.

Gift Certificate — Complimentary Comprehensive Intake Assessment

Terms & Conditions

This Gift Certificate (“Certificate”) entitles the bearer to one (1) complimentary comprehensive intake assessment with CareSage Concierge Nursing (“CareSage”), with a stated value of \$250.00. By redeeming this Certificate, the bearer agrees to the terms and conditions below.

1. Value & Scope of Use

- This Certificate has a value of \$250.00 and is redeemable for one (1) comprehensive intake assessment with CareSage.
- The Certificate covers the intake assessment only. It does not include ongoing care coordination, additional visits, or other CareSage services, which may be arranged separately at CareSage’s standard rates.

2. No Cash Value

- This Certificate has no cash value and is not redeemable for cash, check, or any other form of currency, in whole or in part.
- If the cost of services rendered is less than \$250.00, no refund, credit, or cash-back will be issued for the unused difference.
- This Certificate does not accrue interest and has no value other than the specific service described above.

3. Single Use Only

- This Certificate may be redeemed one (1) time only, for one (1) comprehensive intake assessment, by one (1) recipient.
- Once redeemed (or once the associated intake assessment has been completed), this Certificate is void and cannot be reused, refilled, reissued, or exchanged for any other service.
- This Certificate may not be combined with any other offer, discount, promotion, or gift certificate unless expressly authorized in writing by CareSage.

4. Transferability

- This Certificate is transferable and may be given or reassigned to another individual prior to redemption.
- This Certificate is redeemable by whoever presents it (physically or digitally) at the time of scheduling; CareSage is not responsible for verifying the identity of the bearer and is not liable for Certificates that are lost, stolen, or transferred without the original recipient’s authorization.

5. Expiration

- This Certificate is valid for one (1) year from the date of issue shown below, unless a different expiration date is printed on the Certificate itself.
- The intake assessment must be scheduled with CareSage on or before the expiration date. An appointment booked prior to expiration will be honored even if the assessment date itself falls after expiration.

- Certificates not redeemed prior to expiration are void and hold no further value, except where prohibited by applicable state law.

6. How to Redeem

- To redeem, contact CareSage Concierge Nursing at (319) 389-7437 or Jennifer@caresageconciergenursing.com to schedule the comprehensive intake assessment, referencing the Certificate number below.
- Redemption is subject to appointment availability. CareSage will make reasonable efforts to accommodate scheduling requests in a timely manner.
- Standard CareSage scheduling, rescheduling, and no-show/cancellation policies apply to appointments booked using this Certificate.

7. Non-Refundable & No Cost

- This Certificate was issued by CareSage free of charge as a promotional or complimentary gift and was not sold. It is non-refundable and may not be returned for cash, credit, or any other compensation.

8. General Terms

- This Certificate is void if altered, duplicated, reproduced, or copied. CareSage reserves the right to refuse redemption of any Certificate reasonably suspected to be fraudulent, altered, or an unauthorized copy.
- This Certificate provides access to an initial intake assessment only and does not guarantee any specific outcome, diagnosis, or continuation of services.
- CareSage reserves the right to update or modify these terms and conditions at any time; the version in effect on the date of redemption will govern.
- These terms are governed by the laws of the State of Iowa.

Last Updated: August 7th, 2026