

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.

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