



Cancellation Policies

Appointment Cancellations

For all established patients, we require a 48-business-hour notice in order to cancel an office visit, a phone appointment, an IV infusion, or another treatment. For example, if your appointment is scheduled for Monday, you must cancel the appointment by Wednesday of the previous week. This allows us time to schedule another patient. Cancellation notices are not accepted the night before or during the weekend. Any deviations are at the sole discretion of iHeal.

_____ **Initial**

For all new patient visits, we require a notice of five business days to obtain a full refund. If cancelation is made in less than five business days, the payment will be lost. Cancellation notices are not accepted the night before or during the weekend. This allows us time to schedule another patient. Any deviations are at the sole discretion of iHeal.

_____ **Initial**

Purchase and Return of Supplements or Medical Supplies

All items must be paid for at the time of purchase. Credit will NOT be given for any items. Refunds cannot be made on labs, test kits, supplements, injectables, injection supplies, refrigerated products, and enemas. Supplements can ***not be returned***. Please note that all packages are paid for in advance and are non-refundable.

_____ **Initial**

Mailing Items

We can mail you anything you need from our medicinalary or other medical supplies. All packages are paid for in advance and are non-refundable.

_____ **Initial**

I understand and accept the cancellation policies.

Signature

Date