

NUCORE HEALTH, PLLC SUBSCRIPTION SERVICES CANCELLATION AND REFUND GUIDELINES CANCELLATION GUIDELINES

At **Nucore Health**, we understand that your needs may evolve, and you might find it necessary to adjust or discontinue your subscription services. You retain the flexibility to cancel your subscription service at any point, for any reason. To ensure a seamless administrative process, we kindly request that your cancellation notification be submitted at least **three (3) business days** prior to your upcoming billing date. Failure to meet this notification timeframe will result in your subscription being processed for the subsequent billing cycle, with the cancellation taking effect thereafter. Following a successful cancellation, you will continue to have access to the subscription services for the remainder of your then-current billing period. Please refer to our refund guidelines below to ascertain your eligibility for a refund related to your canceled subscription service. To initiate a cancellation of your subscription services, please reach out to our dedicated client support team at **concierge@nucorehealth.com** with your cancellation request.

REFUND GUIDELINES

We are committed to fair and transparent practices regarding refunds. You may be eligible to request or receive a refund for your current billing cycle under the specific condition that, at the time of your cancellation request, your prescribed medication **has not yet been dispensed by the pharmacy**. This policy is carefully aligned with stringent pharmaceutical regulations and established best practices within the healthcare industry, prioritizing patient safety and medication integrity. Once a prescription has been processed by the pharmacy and/or the medication has been shipped, we are unable to issue a refund. This is a critical measure to guarantee that all medications dispensed adhere to the highest safety and compliance standards. If your medication has already been dispensed, your cancellation will be effective at the end of the current billing cycle, but a refund will not be possible. Refunds, when applicable, will be limited to the charges for your most recent billing cycle and will not extend to prior billing periods.

SUBSCRIPTION SERVICES – FREQUENTLY ASKED QUESTIONS: WHAT IS ENCOMPASSED WITHIN MY SUBSCRIPTION SERVICES FEE?

Your **Nucore Health** subscription services fee represents a comprehensive, single price designed to provide you with continuous support and access to necessary healthcare products and services related to your personalized health journey. This may include virtual consultations (both live video/audio and asynchronous communication via secure digital platforms and healthcare provider reviews), prescription medications fulfilled through our partner pharmacies or other healthcare services for which we facilitate payments,

laboratory services, ongoing care coordination, access to our dedicated 24/7 client support resources, and other supportive services tailored to your individual health and wellness objectives. The specific services, labs, and medications included within your single subscription service price may be customized based on your unique medical profile and preferences as determined by your **Nucore Health** healthcare provider.

WHAT HAPPENS IF MY NUCORE HEALTH PROVIDER DETERMINES THAT THE SUBSCRIPTION SERVICES ARE NO LONGER CLINICALLY APPROPRIATE FOR ME?

In the event that your **Nucore Health** healthcare provider determines, based on their professional medical judgment, that the subscription services are no longer clinically appropriate for your individual health needs, your subscription will be promptly canceled. In such cases, you may be eligible for a prorated refund for any unused portion of your current billing cycle. Should you have any questions or concerns regarding a cancellation initiated due to medical eligibility, please do not hesitate to contact our client support team at **concierge@nucorehealth.com**. Unless explicitly stated otherwise within these subscription services cancellation and refund guidelines, the general terms and conditions of **Nucore Health, PLLC**, accessible at www.nucorehealth.com/terms-of-use, shall govern. It is important to note that in all circumstances, you remain responsible for any fees associated with healthcare services already rendered; these subscription services cancellation and refund guidelines specifically address fees related to the subscription services themselves.

UPDATES TO THESE SUBSCRIPTION SERVICES CANCELLATION AND REFUND GUIDELINES

We reserve the right to periodically update these guidelines to reflect changes in our services, policies, or regulatory requirements. Any modifications will be promptly reflected by updating the "last modified" date below. We encourage you to review this page periodically for the latest information.

Last modified: May 21, 2025