NUCORE HEALTH SUBSCRIPTION SERVICES CANCELLATION AND REFUND POLICY

This Subscription Services Cancellation and Refund Policy governs subscription-based services offered through Nucore Health and applies to memberships, medication programs, care coordination services, and related healthcare support services facilitated through the Nucore Health platform.

SUBSCRIPTION SERVICES

Your membership in the subscription program ("Subscription Services") begins once you complete the intake process and submit payment for the first billing cycle.

Subscription Services may include:

- Access to licensed healthcare providers
- Provider reviews and consultations
- Prescription medications where medically appropriate
- Care coordination
- Laboratory services
- Ongoing wellness support
- Customer support services
- Access to third-party pharmacies and healthcare vendors

Specific services and medications may vary depending on your treatment plan and provider recommendations.

If you are determined by a healthcare provider to be medically ineligible for treatment prior to medication ordering, you may receive a full refund for the applicable billing cycle.

CANCELLATION POLICY

You may cancel your Subscription Services at any time for any reason.

To request cancellation, please contact:
support@nucorehealth.com

Cancellation requests must be received at least seventy-two (72) hours prior to your next billing date.

If your cancellation request is received fewer than 72 hours before your next billing date, your subscription may be processed for the upcoming billing cycle, and cancellation will become effective on the following billing cycle.

After cancellation, you will continue to have access to Subscription Services through the end

of your current billing period.

Please review the Refund Policy below to determine refund eligibility.

REFUND POLICY

You may request a refund for your current billing cycle only if your medication has not yet been ordered, processed, dispensed, or shipped by the pharmacy.

For new patients, medication ordering generally occurs:
- Upon submission of intake forms, if no live visit is required
- After completion of a required live telehealth consultation

For returning patients, medication ordering generally occurs when refill intake forms are submitted and approved.

Federal and state pharmaceutical regulations generally prohibit the return or reuse of prescription medications once dispensed or shipped. Accordingly, once medication has been ordered, dispensed, processed, or shipped, refunds are generally not available.

Refunds:
- Apply only to the current billing cycle
- Do not apply to prior billing cycles
- Are subject to review and approval
- May be denied if healthcare services have already been rendered

Nucore reserves the right to review refund requests on a case-by-case basis.

BUNDLED OR MULTI-MONTH PLANS

If you purchased bundled or discounted multi-month subscription pricing, any approved refund will be prorated based on:
- The number of fulfilled medication shipments
- Services already rendered
- Standard non-discounted pricing

Prorated refund calculations are determined solely by Nucore.

DAMAGED OR INCORRECT ITEMS

Please inspect medications immediately upon delivery.

If your medication appears damaged, defective, delayed, or incorrect, please contact: support@nucorehealth.com

When appropriate, medications may be replaced by the dispensing pharmacy.

Refunds or replacements for damaged or incorrect medications are reviewed on a case-by-case basis and may require supporting documentation or photographs.

SUBSCRIPTION SERVICES FAQ

Your Subscription Services fee may include:

- Provider consultations
- Secure asynchronous provider reviews
- Prescription management
- Care coordination
- Laboratory services
- Pharmacy fulfillment coordination
- Wellness support resources
- Customer support services

Specific services may vary based on your treatment plan, provider recommendations, state requirements, and product availability.

MEDICAL ELIGIBILITY CHANGES

If your healthcare provider determines that treatment or continued participation in Subscription Services is no longer medically appropriate, your subscription may be canceled.

In certain cases, a prorated refund may be issued for any unused portion of the active billing cycle.

Questions regarding eligibility-related cancellations may be directed to:
support@nucorehealth.com

THIRD-PARTY PROVIDERS AND VENDORS

Nucore Health partners with affiliated healthcare providers, pharmacies, laboratories, and operational vendors, including OpenLoop Health, to facilitate healthcare services and platform operations.

Healthcare providers, pharmacies, and laboratories are independent third parties and are solely responsible for the healthcare services, medications, laboratory testing, and products they provide.

LIMITATION OF REFUNDS

Refund eligibility applies only to Subscription Service fees and does not apply to:

- Completed healthcare services
- Completed provider consultations
- Dispensed medications
- Laboratory services
- Shipping charges

- Third-party vendor fees
- Non-refundable processing fees where permitted by law

You remain responsible for fees associated with healthcare services already rendered.

UPDATES TO THIS POLICY

Nucore Health reserves the right to update or modify this Subscription Services Cancellation and Refund Policy at any time.

Any changes will become effective upon posting to the Nucore Health platform or website.

CONTACT INFORMATION

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Last Modified: May 22, 2026