

P R I M E

FOR MEMBERS

Cancellation, Pause & Refund Policy

How to stop or pause your membership, what happens to your care, and when refunds apply.

Version 2026-10-draft2 · **DRAFT — for counsel review** · Questions: hello@peptivaprime.com

Cancel in one step

Open your portal, choose Manage billing, and select Cancel. No phone call, no retention process. You will receive a confirmation and keep access until the end of your current billing period.

Pause

If you are travelling or need a break, you can pause rather than cancel from the same page. Your records and protocol are kept; billing stops while paused and resumes when you return.

Refunds

Monthly membership fees are not refunded for a partial month, because cancellation takes effect at the end of the period you have already paid for. If the practice ends your membership because telehealth is not clinically appropriate, any unused portion of the current month is refunded.

Order payments for labs already drawn or medications already dispensed are not refundable once the laboratory or pharmacy has been paid. An order that has not yet been prescribed or dispensed is refunded in full on request.

Your care after cancelling

Your physician will tell you how to continue or safely taper any active therapy, and you may request a copy of your records at any time. Your right to your records does not depend on an active membership.

Missed visits

Please cancel a visit from your portal if you cannot attend; this releases the time to another member. Repeated no-shows may be discussed with you by the practice.

PRIME · Physician-directed telehealth · This document is a plain-language draft prepared for review by healthcare counsel before adoption. The version accepted by a member or physician is recorded on their file.