

Medical Weight Loss Medication Refund Policy

At Vitality Medical Spa, we are committed to providing safe, high-quality medical care and prescription services. Due to the nature of prescription medications and applicable health and safety regulations, the following refund policy applies:

Prescription Medications

- **All prescription medication sales are final.**
- **No refunds, returns, or exchanges will be provided for any opened or used medication vials,** regardless of the amount of medication remaining.
- Once prescription medications have been dispensed, they cannot be accepted for return due to federal and state pharmacy regulations and patient safety standards.

Unopened Medications

Unopened medications may only be eligible for return or replacement if required by law or if there has been a verified dispensing error made by the pharmacy. Requests will be reviewed on a case-by-case basis.

Pharmacy Processing & Shipping Times

Prescription medications are fulfilled and shipped by VitaScripts Pharmacy. **Processing, compounding, and shipping times are determined by the pharmacy and are outside the control of Vitality Medical Spa.** Delays related to pharmacy processing, inventory, compounding, or shipping carriers do not qualify for refunds or cancellations.

Pharmacy Questions

Once your prescription medication has been delivered to your home, **all questions regarding the medication, including but not limited to dosing, administration, storage, side effects, shipping concerns, or product quality, should be directed to VitaScripts Pharmacy.** As the dispensing pharmacy, VitaScripts is responsible for medication-related support and can provide guidance from a licensed pharmacist.

Medical Follow-Up

Questions regarding your treatment plan, follow-up appointments, laboratory testing, or medical care provided by your Vitality Medical Spa provider should be directed to our office.

By Purchasing Prescription Medications

By purchasing prescription weight loss medications through Vitality Medical Spa, you acknowledge that:

- You understand that prescription medication purchases are generally non-refundable.
- You agree that opened medication vials are not eligible for refunds or exchanges.

- You understand that pharmacy processing and shipping times are outside the control of Vitality Medical Spa and do not qualify for refunds.
- You understand that medication-related questions after delivery should be directed to VitaScripts Pharmacy.
- You have had the opportunity to ask questions regarding this policy prior to completing your purchase.