



Grand Rapids #1: 2627 E. Beltline Ave SE, Suite 221

Grand Rapids #2: 2939 Wilson Ave SW

☎ 616-312-1972

support@myweightlosspartner.com

www.myweightlosspartner.com

Hi Client!

Why do we have this document? In a perfect world, everyone would agree on everything and we would all be able to communicate openly and honestly about everything. Since we are human beings with individual thoughts, feelings and needs - that isn't always the case. This document exists to be upfront about our official policies related to returning products and cancelling your subscription with us.

I wish this document could simply say, "Please come and talk to us if you have a problem, we are happy to help!" because in reality, that's what we want! The bottom line is that we are owned and staffed by caring, understanding and honest people, who honestly want to help you if you have a problem or need related to our services. Our office support staff can be reached at support@myweightlosspartner.com. Our office manager can be reached at manager@myweightlosspartner.com

Our phones are answered 24/7 by a helpful call center with protocols in place to reach us quickly with urgent issues. So reach out! We are ready to help.

Sincerely,

The Team at MYWLP, LLC (My Weight Loss Partner)

RETURN POLICY

MYWLP, LLC is a consultative partner in providing access to independent doctors who prescribe a compounded version of highly effective weight loss medications. The recurring fees charged by MYWLP, LLC are a subscription that provides clients access to ongoing monitoring and support as well as medication.

MYWLP, LLC is a cash clinic that does not accept medical insurance. Payment for services is the responsibility of the patient regardless of insurance coverage.

This return policy constitutes the only conditions applying to the return of products and services, no other policy to this effect exists, and this policy supersedes all prior policies.

GENERAL

1. MYWLP, LLC does not offer refunds on accounts with outstanding claims or balances; or where upcoming services are scheduled.
2. MYWLP, LLC does not allow the transfer of services or treatments to other individuals or other businesses.
3. Submission of the returned product does not constitute acceptance of the return. MYWLP, LLC reserves the sole right to determine whether the products or services qualify for replacement/refund. MYWLP, LLC also reserves the sole right to refuse a return as it deems appropriate.
4. Refunds less than \$25.00 will not be processed.

ITEMS DEEMED RETURNABLE

My Weight Loss Partner will not issue a refund, but will promptly replace items meeting the following criteria:

1. Recalled products.
2. Incorrect shipments
3. Damaged product due to shipping carrier

ITEMS DEEMED NON-RETURNABLE

My Weight Loss Partner does not accept the return or refund of:

1. Services provided or performed; including but not limited to physician visits and client training. If initial client training was unsuccessful, clients can schedule an appointment for additional assistance by emailing support@myweightlosspartner.com
2. Products or services not purchased directly from MYWLP, LLC. MYWLP, LLC reserves the right to destroy non-MYWLP, LLC products shipped as a returned product and to charge the patient for the cost incurred to process and destroy the non-MYWLP, LLC
3. Prescription medications, including but not limited to any prescription written by a licensed physician.
4. Damaged products, including but not limited to missing or damaged labels, repackaged product, opened product, and product otherwise not in its original form.
5. Mishandled products, due to patient's improper handling or storage of the products.

PROCESS FOR RETURNS/REFUNDS

MYWLP, LLC will only accept the return of product for consideration of refund, if applicable, under the following conditions:

1. For recalled products:
 - a. In the event of a recall initiated by MYWLP, LLC or any other pharmacies used by MYWLP, LLC, or government agency, MYWLP, LLC agrees to pay reasonable out-of-pocket costs for costs incurred by the patient.
 - b. MYWLP, LLC will provide the patient with instructions on how to return any recalled product.
2. For incorrect shipments, and products damaged due to shipping carrier:
 - a. MYWLP, LLC must be notified within seven (7) days of the incorrect or damaged shipment. Please contact the corporate office at (616) 312-1972 and ask to leave a message for the manager. The manager can also be reached at manager@myweightlosspartner.com
 - b. Please schedule a time to drop off the incorrect/damaged product with the manager at one of our offices. In the event that you are not able to, the product can be mailed to: MYWLP, LLC , 6757 Cascade Rd, #102, Grand Rapids, MI 49546
 - c. Damaged products will be replaced, not refunded, within seven (7) business days after receipt of an approved return.

CANCELLATION OF FUTURE PURCHASES

If the client chooses to discontinue participation in the monthly subscription service to receive medication, the patient must inform MYWLP, LLC in writing, at least 21 days prior to the charge date for the next shipment. Failure to do so will result in the charge being completed, and no refund will be issued. Please send an email to manager@myweightlosspartner.com if you would like to cancel your subscription.

CHARGEBACKS INITIATED BY THE PATIENT

MYWLP, LLC takes client care very seriously, and our offices strive to provide the highest quality care to every individual. In the event the client is not satisfied, we ask to please refer to this document rather than initiating a chargeback with his or her credit card company. If a chargeback is initiated, MYWLP, LLC will use all documentation available to refute the chargeback including patient acknowledgment of the refund policy.

Client Signature

Date