

Thank you for choosing our telemedicine services. We strive to provide exceptional care and support to our members. Please review our refund policy regarding virtual visit fees paid at the time of booking:

## Therapy

### Refund Eligibility:

- If the appointment is canceled more than 24 hours before the scheduled virtual visit time.
- DialCare experiences technical difficulties.
- If the clinician cancels the appointment for unforeseen reasons.
- If a second account is created and a secondary virtual visit is scheduled through that account.

### Non-Refundable:

- Missed appointments or canceled after the 24 hour mark of the scheduled virtual visit.
- Virtual visit has already taken place, regardless of the duration or outcome.

*\*DialCare mental health professionals are legally unable to write prescriptions, therefore, prescriptions are not part of the DialCare Therapy plan.*

## Urgent Care & Teledentistry

### Refund Eligibility:

- DialCare experiences technical difficulties.
- If a second account is created and a secondary virtual visit is scheduled through that account.

### Non-Refundable

- The member misses the virtual visit.
- Virtual visit has already taken place, regardless of the duration or outcome.

*\*Prescriptions are not guaranteed and are written at the discretion of your doctor. There are no prescriptions available for DEA-controlled substances or other classes of medication such as mood-altering drugs, including antidepressants, anti-anxiety or lifestyle medications.*

## Virtual Vet

### Refund Eligibility:

- DialCare experiences technical difficulties.
- If a second account is created and a secondary virtual discussion is scheduled through that account.

### Non-Refundable:

- The member misses the virtual discussion.
- Virtual discussion has already taken place, regardless of the duration or outcome.

*\*At this time, Virtual Vet does not allow medications to be prescribed by any of our contracted licensed veterinary professionals.*

## Refund Process:

Refund requests must be made via email or phone. Upon approval of the refund, the amount will be credited back to the original payment method within 5-7 business days. For refund requests or inquiries regarding our refund policy, please contact: [member@dialcare.com](mailto:member@dialcare.com). Please note that this refund policy only applies to virtual visit fees paid at the time of booking appointments. Other services or charges may have different refund terms. By booking a virtual visit with us, you acknowledge & agree to adhere to this refund policy. We appreciate your understanding and cooperation. Thank you for entrusting us with your healthcare needs.