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Online Holistic Medicine Policies

Return Policies

Traditional Chinese medicinal herbs are custom mixed specifically for your needs and cannot be returned or refunded. Unopened supplements and products can be returned for a refund within 60 days from the date of purchase, less the original shipping expenses, and a 10% restocking fee. The patient is responsible for the return shipping and will receive a credit upon arrival. Supplements and products which have been opened cannot be returned.

Window of Opportunity

It is my intent to help you as comprehensively as possible. As a result, I may request additional information which you may have easy access to such as previous laboratory testing, past medical reports, food journal, etc. In the attempt to provide you with the most accurate and effective treatment plan and health recommendations, I request this information is received as soon as possible. Requested information not received within 45 days of the original request date may alter my ability to provide you with an accurate treatment plan as symptoms and circumstances will have changed. As a result, another consultation may be required at your expense.

Financial Policies

- **Private Payment-** Investment is required prior to consultations or receiving products. Payments can be made by cash, checks, Visa, and MasterCard. Payments will appear on your credit card statement as "The Center Natural Health Specialists".
- **Finance Charges-** Outstanding balances will incur an 18% annual percentage rate of interest (1.5% per month) from the date of original service.
- **Unpaid Balances-** Balances remaining unpaid after 90 days will be submitted to collections agencies or other legal means necessary to recuperate unpaid balances due.
- **Financial Responsibilities-** Patient/Responsibility Party will be liable for reasonable expenses incurred by Online Holistic Medicine in enforcing the terms of this agreement including all costs of collection and attorney fees. This agreement shall be interpreted and enforced in accordance with the laws of North Carolina and your state.
- **Returned Checks-** There will be a \$25.00 charge for any returned checks.
- **Missed Appointments-** Missed consultation appointments or appointments cancelled without 24 hours advanced notice will be charged full consultation fees.

I hereby understand and agree to the above policies of Online Holistic Medicine.

Client/Responsible Party Signature

Date