

Revive Total Health & Wellness Clinic

Refund Policy

Effective Date: June 2026

Revive Total Health & Wellness Clinic is committed to providing transparent pricing and clear expectations regarding refunds. By purchasing services from Revive, you acknowledge and agree to the following Refund Policy.

Consultation Services

All completed medical services are non-refundable.

This includes, but is not limited to:

- Initial consultations
- Lab review appointments
- Treatment planning visits
- Follow-up visits
- Re-establishment visits
- Discovery calls that convert into a paid service during the scheduled appointment

Provider time, medical expertise, chart review, and treatment planning are considered rendered services and are not eligible for refund once the appointment has occurred.

Membership Fees

Monthly membership fees are non-refundable once charged.

Membership may be canceled according to the Membership Agreement. Cancellation prevents future billing but does not result in refunds for previous membership charges.

Membership benefits remain available through the end of the current billing cycle following cancellation.

Missed Appointments and Late Cancellations

Refunds will not be issued for:

- Missed appointments
- No-show appointments

- Appointments canceled with less than 24 hours notice

Applicable cancellation and no-show fees are governed by the Revive Cancellation and No-Show Policy.

Laboratory Testing

Laboratory fees are generally paid directly to the laboratory provider.

Any refund requests related to laboratory testing must be directed to the laboratory that performed the testing.

Revive is not responsible for laboratory billing decisions or refunds.

Prescription Medications

Medication purchases are not refundable.

This includes:

- Compounded medications
- Prescription medications
- Injectable medications
- Oral medications
- Supplements purchased through third-party vendors

Once a prescription has been submitted to a pharmacy, no refunds will be provided by Revive.

Questions regarding medication refunds should be directed to the dispensing pharmacy, subject to applicable pharmacy regulations.

Treatment Eligibility

Payment for a consultation does not guarantee:

- Prescription approval
- Medication availability
- Eligibility for treatment
- Specific treatment recommendations
- Achievement of desired outcomes

Medical decisions are based on provider assessment, medical history, laboratory results, safety considerations, and clinical judgment.

Refunds will not be issued because a patient is determined not to be a candidate for a requested medication or treatment.

Technical Issues

If a telemedicine appointment cannot be completed due to significant technical issues outside the patient's control, Revive may, at its sole discretion, reschedule the appointment without additional charge.

Technical difficulties caused by a patient's device, internet connection, software, or failure to join the appointment may not qualify for a refund.

Chargebacks and Payment Disputes

By purchasing services from Revive Total Health & Wellness Clinic, patients agree to first contact the practice regarding any billing concerns before initiating a chargeback or payment dispute with their financial institution.

Medical records, appointment records, signed consent forms, treatment plans, patient communications, and other documentation may be provided to payment processors, financial institutions, or dispute resolution entities as necessary to respond to billing disputes or chargeback claims.

Initiating a chargeback does not relieve a patient of financial responsibility for services rendered.

Exceptional Circumstances

Refund requests involving extraordinary circumstances will be reviewed on a case-by-case basis.

Any exception to this policy is made solely at the discretion of Revive Total Health & Wellness Clinic and does not establish a precedent for future refunds.

Contact Information

Contact Information

Questions regarding this Refund Policy may be directed to:

Revive Total Health & Wellness Clinic

Website: revivetotalmd.com

Email: support@revivetotalmd.com

Mailing Address: 1401 Doug Baker Blvd Ste 107 #702 Birmingham, AL 35242