



INTEGRATED HEALTH

844-365-2202

Fulfillment, Refund & Cancellation Policy

1. Description of Services

Integrated Health is a primary care medical practice providing comprehensive healthcare services both in-person and via telemedicine.

2. Purchase Currency

All prices for services and payments are displayed in United States Dollars (USD).

3. Payment Processing & Security

- We process credit/debit card payments securely through Stripe, a PCI-compliant and HIPAA-compliant payment processor.
- Stripe encrypts all payment information, ensuring that customer payment data is protected.
- Payments are processed immediately.
- Customers will see "Integrated Health" or "Stripe" on their bank statement for transactions made through our platform.
- We accept the following payment methods: Visa, Mastercard, American Express, Discover.
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4. Cancellation & Refund Policy

- Refunds: Payments for services may be refunded if a billing error, duplicate charge, or incorrect service charge occurs.
- Billing Disputes: If you believe you were charged incorrectly, please contact us. Approved refunds will be processed within 5-10 business days back to the original payment method.

5. Insurance & Self-Pay Charges

- Insurance: Patients are responsible for verifying their insurance coverage before receiving services.
- Self-Pay Charges: If an error occurs in billing, self-pay charges may be refunded after review.



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6. Legal & Privacy Policy

- We comply with all applicable laws regarding patient privacy and data protection.
- We do not sell or share customer payment data with third parties, except as required by law.

7. Contact Information

For any payment-related inquiries, cancellations, or refund requests, please contact:

 **Business Address:** 291 Carter Drive Middletown, DE 19709

 **Phone:** 8440365-2202

 **Email:** billing-support@ih-360.com

Integrated Health reserves the right to update this policy at any time.