

# **Refund Policy**

## **Balanced Hormone Health Return and Refund Policy**

### **Refunds**

All sales are final, and NO refund will be issued.

## **Balanced Hormone Health Return Policy for Prescription Medications**

**Effective Date: 01/01/2025**

This Return Policy is established in strict compliance with all applicable federal and state laws and regulations governing the dispensing, handling, and return of prescription medications. By purchasing prescription medications through Balanced Hormone Health facilitation services, the patient acknowledges and agrees to the terms and conditions outlined in this policy.

### **Important Notice**

**Balanced Hormone Health does not directly dispense prescription medications.** Any prescription medications are dispensed by licensed pharmacies and prescribed by independent medical providers. This policy applies to medications obtained through our facilitation services.

# Non-Returnable Prescription Medications

In accordance with the U.S. Food and Drug Administration (FDA) policy on drug returns and reprocessing (21 CFR § 205.50), Balanced Hormone Health and its affiliated pharmacies do not accept returns or issue refunds for prescription medications once they have been dispensed and delivered to the patient. This policy is in place to protect patient safety, maintain medication integrity, and ensure compliance with federal and state regulatory requirements.

Per the FDA's guidelines on returned drugs, prescription medications cannot be returned once they have left the control of the dispensing pharmacy because such returns may introduce contamination, improper storage conditions, or potential tampering.

Patients are strongly encouraged to review their prescriptions carefully before dispensing and shipment to ensure order accuracy. Any concerns must be reported to Balanced Hormone Health customer service team prior to dispensing. They can be reached at 515-582-8621, 515-587-8649, or by emailing [info@balancedhormonehealth.com](mailto:info@balancedhormonehealth.com).

## Exceptions to the Return Policy

While Balanced Hormone Health and its affiliated pharmacies cannot accept medication returns, we are committed to working with every patient to resolve any issues in a timely manner, as patient satisfaction is our top priority. Exceptions may be considered under the following circumstances:

# 1. Dispensing Errors

If an error occurs due to Balanced Hormone Health coordination services or its affiliated dispensing pharmacy—such as the incorrect medication, dosage, or labeling—patients may be eligible for a resolution.

## Requirements:

- The patient must notify Balanced Hormone Health within **forty-eight (48) hours** of receiving the incorrect medication.
- The patient must provide supporting documentation, including:
  - Photographs of the received medication, including packaging and labeling
  - Proof of purchase
  - Any relevant correspondence regarding the prescription

**Resolution:** Upon verification of the error, Balanced Hormone Health will coordinate with the dispensing pharmacy to correct the issue. Possible resolutions include:

- Replacement of the medication with the correct prescription
- Correction of labeling discrepancies
- Other remedial actions, as deemed appropriate under federal and state regulations

# 2. Damaged or Compromised Shipments

If a prescription medication arrives damaged or compromised in transit:

## Requirements:

- The patient must report the issue within **forty-eight (48) hours** of delivery.
- The report must include:
  - A detailed description of the damage or suspected compromise
  - Clear photographic evidence of the outer packaging, medication container, and contents
  - Any additional requested documentation

**Resolution:** Balanced Hormone Health will investigate the claim in collaboration with the dispensing pharmacy and shipping provider. If the claim is substantiated, we will determine the most appropriate resolution, which may include medication replacement or another corrective action as permitted by law.

# Legal Compliance and Patient Responsibilities

This Return Policy is developed in compliance with:

- U.S. Food and Drug Administration (FDA) regulations, including 21 CFR § 205.50 governing the return and redistribution of prescription medications
- State Board of Pharmacy requirements on safe medication handling and patient protection
- Drug Enforcement Administration (DEA) regulations (if applicable)

## Patient Responsibilities:

- Patients must ensure that all personal and prescription details are accurate before placing an order (including shipping address)
- It is the responsibility of the patient to provide an updated and valid shipping address before placing an order (BHH and partnered pharmacies do **NOT** ship any medication to P.O. Boxes or to hotel rooms)
- Medications must be stored and handled in accordance with the prescribing healthcare provider's instructions and manufacturer guidelines
- Balanced Hormone Health is not responsible for medication mishandling, improper storage, or non-compliance with prescribed usage once a medication has been dispensed and delivered

## Resolution Process and Contact Information

At Balanced Hormone Health, we prioritize patient satisfaction and are committed to resolving any issues as quickly as possible. If you experience a problem related to a dispensing error or damaged shipment, please contact us within the required timeframes so we can assist you promptly.

**Customer Support Email:** (515) 582-8621 or [info@balancedhormonehealth.com](mailto:info@balancedhormonehealth.com)

All resolution requests must include the required documentation and be submitted within the specified deadlines. Failure to provide sufficient evidence or timely notification may result in the denial of a request.

# Acknowledgment

By purchasing prescription medications through Balanced Hormone Health facilitation services, the patient acknowledges, understands, and agrees to the terms of this legally binding Return Policy.

# Additional Important Information

## Prescription Verification

All prescriptions are verified by licensed medical providers and dispensed by licensed pharmacies operating independently from Balanced Hormone Health. Balanced Hormone Health serves as a facilitator to connect patients with these healthcare services.

## Quality Assurance

While Balanced Hormone Health does not directly handle prescription medications, we work exclusively with licensed and regulated pharmacies that maintain strict quality control standards in compliance with all applicable laws and regulations.

## Privacy and Security

All medical information shared in the process of resolving return or refund issues is handled in strict compliance with HIPAA and other applicable privacy laws. Please refer to our Privacy Policy for more information.

*This policy is subject to change. Any updates will be posted on our website with an updated effective date.*

*Last Updated: 09/1/2025*

