

Active Medical Solutions Refund Policy

Thank you for trusting us with both your medical care and with facilitating relationships with outside pharmacies. All of us at Active Medical Solutions via AMSTelehealth.com are happy to be of service.

Our initial asynchronous consult is at no charge. When we decide to move forward as your healthcare providers, you will be invoiced at that time for services rendered (monthly fee per website). We are subscription based, as our community, educational resources and unlimited contact services are not meant to be optional. If you wish to cancel your service, please text us. There is no minimum length of contract and you may cancel at any time.

We do require you maintain medical care for the duration of medication we prescribe (for example, if we prescribe 3 months of medication, that medication requires medical care for the duration of the prescription).

In the event you request a refund for services, approval will be at the sole discretion of your healthcare provider and administration, minus a \$45 processing fee. Prescriptions ordered through a compounding pharmacy are prepared specifically for you and cannot be refunded. Prescriptions ordered through a traditional retail pharmacy are paid for at that pharmacy. As we are not a pharmacy, no medication costs are included in your monthly medical service fee.

If you have any additional questions or would like to request a refund, contact your care team via text at any time or email help@amsdoc.com.

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