YOUR BEST WEIGHT PROGRAM

Your Best Weight Program Refunds

Here we explain, in plain language, when we refund money and how you receive it.

1. **If, after the evaluation, you are not a candidate**

   We refund 100 % of your payment, because no medication has yet been shipped or handed over to you. If you already received the iHealth scale, we refund your payment less the cost of the scale ($34).

2. **If your doctor discontinues treatment**

   You are not charged anything more. If the cycle's medication has not yet been shipped to you, we refund 100 % of that cycle. If you already received that cycle's medication, that cycle is not refundable. No paperwork for you: the medical team communicates the decision and future payments stop.

3. **If your first medication is delayed**

   If a delay attributable to the program prevents you from receiving your first medication within seven calendar days after your initial payment, you choose: wait, or cancel with a full refund.

4. **If you cancel by personal choice**

   No penalty. You do not repay the $120 introductory discount. Future payments stop. The cycle already paid for is not refunded.

5. **If you pause the program**

   A pause does not create refunds: while it lasts, you are simply not charged. The rules are in the Pause terms.

6. **How to request a refund**

   Call (214) 400-6000 or email hola@customerlvdg.com. For a medical discontinuation, you do not have to submit another request.

7. **When you receive your money**

   The Finance Department manages refunds. Refunds that are due are issued within fifteen (15) business days after the request is approved, and you receive the decision in writing. Business days are Monday through Friday, excluding United States federal banking holidays. The time your bank takes to post the money is separate.

This document is a summary. If anything does not match your signed agreement, the agreement prevails. If it is an emergency, call 911.