

REFUND POLICY

Effective Date: 12/05/2025

Last Updated: 12/05/2025

Applies To: Service bookings (assessments and therapy packages) from **Restore MyoHealth LLC DBA Restore MyoHealth Myofunctional Therapy / www.restoremyohealth.com**

I. REFUND ELIGIBILITY AND CONDITIONS

I.1. Refund Window for Complete Assessments

Customers may initiate a refund request for Complete Assessments under the following conditions:

- The refund request is submitted at least **48 hours before the scheduled Complete Assessment booking date.**

I.2. Refund Window for Therapy Packages

Customers may initiate a refund request for Therapy Packages under the following conditions:

- The refund request is submitted **within 3 days** of Therapy Package purchase.

I.3. Non-Refundable Items

The following items are **not eligible for refund** under any circumstances:

- Therapy Packages once therapy has been **scheduled**
- Cost for treatment planning
- Supply Kit assembly and shipping
- Services already rendered (e.g., 1:1 therapy, assessments)

By **scheduling** your first Orofacial Myofunctional Therapy appointment, you acknowledge:

- You are **not entitled to a refund**, reversal, or chargeback.

II. REFUND LIMITATIONS

Due to the nature of Orofacial Myofunctional Therapy, extensive time and planning are required to prepare thorough and individualized therapy treatment plans. As such, much of the cost of a therapy package has been incurred before therapy has begun. Therefore:

1. Once therapy has started, there is **no refund** offered.
2. Refund requests submitted after **3 days** of the Therapy Package purchase date will be refunded 50% of original purchase price.

By requesting a refund **after 3 days** of the Therapy Package purchase date but before scheduling first therapy appointment, you acknowledge:

- You are **not entitled to a full refund**, reversal, or chargeback.
- You are entitled to only **50%** of original purchase price.

III. REFUND REQUEST INSTRUCTIONS

1. **Contact customer support** via email at restoremyohealth@gmail.com
2. Include name, service purchased, and reason for refund request

IV. REFUND PROCESSING

Refunds will be issued as follows:

- Refunds will be processed to the **original method of payment**
- Please allow **an additional 5–10 business days** for the refund to appear on your financial statement

V. DISPUTES, CHARGEBACKS & LEGAL TERMS

In the event of a dispute or chargeback:

- The customer must first follow the refund process outlined in this policy.

- Restore MyoHealth LLC reserves the right to **deny or reverse chargebacks** that are inconsistent with these stated terms.
- Any unresolved disputes shall be governed by the **Dispute Resolution clause** within our **Terms & Conditions** agreement.

VI. QUESTIONS OR SUPPORT

For refund-related questions, please contact:

restoremyohealth@gmail.com

Our customer support team responds within 1-2 business days.
