

Refund Policy

StudioMeds, PLLC

Effective Date: May 10, 2026

Version: 1.0

Last Updated: May 10, 2026

1. Overview

This Refund Policy explains when StudioMeds, PLLC issues refunds for the virtual medical evaluation service. This Policy is incorporated into the StudioMeds Terms and Conditions by reference.

2. The cash-pay structure

The StudioMeds evaluation fee is \$35.00. Payment is processed at the time of intake submission. The fee is charged only after physician review confirms that the patient is medically appropriate to proceed.

If the physician determines that you are not medically appropriate to receive the prescription, you will not be charged. There is no refund to issue because no charge has occurred.

3. When refunds are not issued

Once the physician has completed the evaluation and a prescription has been issued and delivered to your email address, the service is considered fully rendered and no refund will be issued. This includes circumstances such as:

- You change your mind about the procedure after receiving the prescription.
- You decide not to proceed with the body art professional you originally consulted.
- You are dissatisfied with the prescribing physician's clinical judgment, the product recommended, or any other aspect of the clinical decision-making.
- You experience an outcome from the procedure that you believe is unsatisfactory.
- The body art professional declines to perform the procedure for any reason after you have received the prescription.

4. When refunds are issued

A refund will be issued in the following narrow circumstances:

Duplicate charges. If you are charged more than once for a single evaluation due to a payment processing error, the duplicate charge will be refunded in full.

Technical delivery failure. If the prescription cannot be delivered to your email address due to a technical failure on the StudioMeds platform, and the failure cannot be resolved within a reasonable time after you report it to admin@studiomed.com, a full refund will be issued.

Other clear administrative error. If StudioMeds determines that a charge resulted from a clear administrative error attributable to StudioMeds rather than to patient action, a refund will be issued.

5. Chargebacks and disputes

If you initiate a chargeback through your credit card issuer for a charge that StudioMeds determines was properly issued, StudioMeds will respond to the chargeback with documentation of the completed evaluation and prescription delivery. Chargebacks for properly issued charges may result in StudioMeds declining to provide future services to the disputing party.

If you have a billing concern, contact admin@studiomed.com before initiating a chargeback. Most billing concerns can be resolved through direct communication.

6. Process for requesting a refund

To request a refund under Section 4 of this Policy, contact admin@studiomed.com with the date of the evaluation, the email address used at intake, and a description of the circumstances. StudioMeds will respond within a reasonable time, typically within five business days.

7. Changes to this Policy

We may update this Policy from time to time. Material changes will be communicated by email to active patients and posted on the StudioMeds websites. The version of this Policy that applies to any individual evaluation is the version in effect at the time the evaluation fee is charged.

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