

# Subscription Terms

pomegranate

## TRIAL

We may offer a free or a paid trial subscription for service. Unless you cancel at least 24 hours before the end of the trial, you will be automatically charged a price indicated on the payment screen for a chosen subscription period.

## SUBSCRIPTION

The subscription renews automatically at the end of each period (each week, month, 6 months, year, or otherwise, depending on the option selected by you at the time of purchase) until you cancel.

## PAYMENT METHOD

Payment will be charged to the payment method you submitted at the time of purchase at confirmation of purchase. You authorize us to charge the applicable fees to the payment method that you submit.

## CANCELLATION

Canceling your subscription means that the automatic renewal will be disabled, \$25 cancellation fee for appointments canceled within 24 hours but you will still have access to all your subscription features for the remaining time of then-current period. Note that deleting the app does not cancel your subscriptions.

**If you purchased a subscription or enabled trial on our website:**

You can cancel a trial or a subscription by contacting our support at least 24 hours before the end of the trial or then-current subscription period.

### How to access the Subscriptions page

You can view your subscription information, and manage its settings, by navigating to your Profile page. The Profile page can be accessed from the bottom menu (button on the right with icon of the Profile) At the Profile Page, choose 'Manage Subscriptions'. Once you click there, you will be redirected on the web-page asking you of the cancellation reason.

Once you indicate the reason, you will be directed to the page where you can click button 'Cancel Plan'. Once clicked, you will be asked your confirm Cancellation.

## CHANGES

To the maximum extent permitted by applicable laws, we may change subscription fees at any time. We will give you reasonable notice of any such pricing changes by posting the new prices on the app and/or by sending you an email notification, or in other prominent way. If you do not wish to pay the new fees, you can cancel the applicable subscription prior to the change going into effect.

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## REFUNDS

If you purchased a subscription or enabled trial on our website:

Please refer to our Terms of Use and Terms of Service.

If you have any questions in relation to the subscription terms, please contact us at [support@joinpomegranate.com](mailto:support@joinpomegranate.com)

Contact number: 813-419-1189

Please take a screenshot of this information for your reference. This may help you to control your subscriptions.

The Termination will be effective at the end of the current membership period. Membership and one- time consultation fees are nonrefundable. Medication fees are non refundable, non-returnable.

Pomegranate Health cannot guarantee which pharmacy medication will be sourced from, as selection is based on availability and clinical judgment; if you wish to specify a pharmacy, a \$150 administrative pharmacy coordination fee applies—however, fulfillment is still subject to that pharmacy's inventory and capacity.

Any issues with pharmacy orders, deliveries, or product must be reported within 24 hours of delivery. Any reports submitted outside of that timeframe will not be considered for resolution.

For any fraudulent or frivolous disputes or chargebacks, a \$100 fee will apply upon successful resolution. If an account balance remains, it will be charged to the card on file. If there is no card on file, a suit will be filed in small claims court, and a \$500 inconvenience fee and legal fees will apply if the court rules in favor of Pomegranate Health, or its associated companies.