

Refund Policy for Long-Term Care Pharmacy Services

Thank you for choosing our pharmacy services. This Refund Policy explains our process for refunds related to prescription services and payments.

1. Payment Process

At the end of each month, we generate statements for residents, which are sent to their families for payment. Payments can be made online or via a stored card on file with the permission of the family.

2. Refund Eligibility

We strive to ensure that all prescriptions and services provided are accurate and meet the needs of the resident. However, there may be instances in which a refund is necessary. Refunds are considered under the following circumstances:

- **Billing Errors:** If there is an error in the billing statement, such as duplicate charges or incorrect charges, we will review the transaction and issue a refund if necessary.
- **Overpayment:** If a payment exceeds the amount owed, we will process a refund for the overpaid amount.
- **Non-Receipt of Medication:** If a prescription is charged but not delivered, a refund will be issued after confirmation of the failure to deliver.
- **Unapproved Charges:** If a charge is processed without the family's consent (e.g., unauthorized card charges), a refund will be issued upon confirmation.
- **Prescription Cancellations:** In the case that a prescription is canceled before it is dispensed, we will issue a refund for any payments made for that medication.

3. Refund Process

To initiate a refund, please contact our office within 30 days of receiving your statement. Refunds can be requested by contacting customer service at 1-877-362-5992 or by email at billingoffice@legendspharmacy.com. The following will be required:

- The transaction ID or payment details.
- A brief description of the issue prompting the refund request.

Once the refund request is reviewed and approved, the refund will be processed. Refunds will be issued to the original payment method (credit card or other payment methods used). Depending on your payment method, it may take up to 7-10 business days for the refund to appear on your statement.

4. Non-Refundable Charges

The following charges are non-refundable:

- Payments made for medications that were delivered and consumed by the resident.
- Charges for medications that were specially prepared or customized, unless there is an error or issue with the preparation.

5. Stored Card Payments

If you have provided permission to store a credit card for automatic payments, you may request that we stop processing payments with your stored card at any time. If a refund is required, we will issue the refund to the original payment method. Refunds will not be issued for payments that were processed in accordance with prior authorization and have already been used for dispensed medications.

6. Dispute and Chargeback Process

If a refund request is not resolved to your satisfaction, you may contact your credit card provider to dispute the charge. In the event of a chargeback, we will cooperate with your financial institution and provide the necessary documentation to support the transaction.