

## **CANCEL AND REFUND POLICY**

### **Cancellation of Membership:**

You may cancel your membership during the first 12 months of the Plan membership if you move outside of the coverage area of HP USA or if HP USA fails to provide required services in accordance with the Plan description. If you wish to cancel your membership you can contact our Customer Service Department at 844-834-3456. Alternatively, you can send an email requesting cancellation to [cancellation@healthpassusa.com](mailto:cancellation@healthpassusa.com). When emailing us please include your full name and address, as well as membership ID number. Your request for cancellation, whether received by phone or email, will be processed immediately.

### **Refunds:**

We want you to be satisfied with your Plan; therefore, if you are ever not satisfied with any of the benefits offered in your Plan, you may call our Customer Service Department at 844-834-3456 Mon-Fri 9AM - 5:00PM EST, and request a refund. Alternatively, you may request a refund by sending us an email at [billing@healthpassusa.com](mailto:billing@healthpassusa.com).

Our refund policy is as follows:

**Annual Membership:** No matter when you cancel your service, you'll receive a pro-rated refund of the full amount you've prepaid for your annual membership.

**Monthly Membership:** No matter when you cancel your service, you'll receive a pro-rated refund of the full amount you've prepaid for your monthly membership.

Depending on the bank that issues the credit card you used, your refund can take up to 14 days to appear on your credit card statement.

### **Modifications:**

We reserve the right to modify the prices charged for memberships, or to add or remove benefits, from the website at any time without prior notice to you. **Billing Errors:** If you believe that you have been erroneously billed, please notify our customer service department immediately of such error at 844-834-3456 Mon-Fri 9AM - 5:00PM EST.