

WEBSITE POLICY DOCUMENT

Cancellation Policy — Home Infusion Treatments

HomeGlow IV • Effective: April 2026

We understand that plans change. This policy outlines HomeGlow IV's cancellation guidelines for home infusion treatments, including timelines related to supply status, late cancellation fees, and no-show charges. Please review carefully before booking.

SECTION 01

Why Supply Status Matters

When you book a home infusion treatment with HomeGlow IV, we begin coordinating your care immediately — including sourcing and ordering your personalized infusion supplies (IV bags, vitamins, nutrients, tubing, and other components specific to your treatment plan). Because these supplies are ordered specifically for you, your cancellation outcome depends on whether supplies have been ordered and when you cancel.

SECTION 02

Cancellation Timeline and Fee Schedule

The following outlines your cancellation options, fees, and refund eligibility.

► MORE THAN 24 HOURS BEFORE APPOINTMENT · SUPPLIES NOT YET ORDERED

Full cancellation — no fee, full refund

You cancel more than 24 hours before your scheduled appointment and supplies have not yet been ordered on your behalf. No cancellation fee applies and a full refund of any prepaid amount will be issued within 5–7 business days.

- **No fee**
 - **Full refund**
-

► MORE THAN 24 HOURS BEFORE APPOINTMENT · SUPPLIES HAVE BEEN ORDERED

Cancellation — \$50 fee, partial refund

Your infusion supplies have already been ordered at the time of your cancellation request and you cancel more than 24 hours before your appointment. A \$50 cancellation fee applies. Any prepaid amount beyond the \$50 will be refunded within 5–7 business days.

- **\$50 cancellation fee**
 - **Partial refund**
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► WITHIN 24 HOURS OR SAME-DAY CANCELLATION · SUPPLIES ORDERED OR NOT

Late cancellation — \$50 fee, no refund

Cancellations made within 24 hours of the scheduled appointment or on the same day of treatment will incur a \$50 cancellation fee. No refund will be processed, regardless of whether supplies have been ordered. This reflects costs already committed by HomeGlow IV and the assigned nurse that cannot be recovered at this stage.

- **\$50 cancellation fee**
- **No refund**

► **NO-SHOW FOR SCHEDULED APPOINTMENT**

No-show — full treatment cost charged, no refund

A no-show occurs when a client is not present, not available, or not ready to receive treatment at the time of the scheduled appointment without prior notice. Clients who no-show will be charged the full cost of the scheduled treatment. No refund will be issued. The appointment slot, nurse time, and supplies were reserved exclusively for you and those costs are non-recoverable.

- **Full treatment cost charged**
- **No refund**

SECTION 03

Quick Reference Summary

| Scenario | Supply status | Fee | Refund |
|--------------------------------------|---------------|---------------------|----------------|
| Canceled 24+ hours before | Not ordered | None | Full refund |
| Canceled 24+ hours before | Ordered | \$50 fee | Partial refund |
| Canceled within 24 hours or same-day | Any | \$50 fee | No refund |
| No-show | Any | Full treatment cost | No refund |

SECTION 04

Fee Schedule at a Glance

\$50 — Late Cancellation Fee

Charged for cancellations within 24 hours of the scheduled treatment or on the same day. Also applies when supplies have been ordered prior to any cancellation. No refund will be processed for within-24-hour or same-day cancellations.

100% — No-Show Charge

Clients who do not show up for their scheduled appointment without prior notice will be charged the full cost of the scheduled treatment. No refund will be issued. This charge reflects nurse time, supply costs, and the reserved appointment slot.

SECTION 05

How to Determine If Supplies Have Been Ordered

You will be notified via email or phone when your supplies have been ordered in preparation for your appointment. If you are unsure of your supply status at the time of cancellation, please contact us directly at info@homeglowiv.com before canceling and we will confirm promptly.

Tip: check before you cancel

If you are unsure whether your supplies have been ordered, reach out to us first. Knowing your supply status ensures you have accurate information about applicable fees and gives us the opportunity to assist with rescheduling if preferred.

SECTION 06

Rescheduling

We encourage rescheduling over cancellation whenever possible. If you need to change your appointment:

- **Rescheduling more than 24 hours before** your appointment and before supplies are ordered is always free of charge
- **Rescheduling after supplies have been ordered** may be accommodated without a fee at HomeGlow IV's discretion, depending on supply usability and timing
- **Rescheduling within 24 hours** of the appointment may incur the \$50 fee if supplies are already in transit or cannot be held
- HomeGlow IV will make every reasonable effort to find a new appointment time that works for you

SECTION 07

HomeGlow IV–Initiated Cancellations

In rare cases, HomeGlow IV or your assigned nurse may need to cancel due to circumstances outside our control (e.g., nurse unavailability, supply disruption, inclement weather, or safety concerns). In these cases:

- No cancellation fee will be charged to the client
- A full refund of any prepaid session cost will be issued within 5–7 business days
- HomeGlow IV will prioritize rescheduling at the earliest available time
- You will be notified as soon as the cancellation is confirmed

SECTION 08

Refunds and Billing

All fees are charged to the payment method on file at the time of cancellation or no-show. Refund eligibility is as follows:

- **Canceled more than 24 hours before, supplies not ordered:** Full refund issued within 5–7 business days
- **Canceled more than 24 hours before, supplies ordered:** \$50 fee deducted; remaining balance refunded within 5–7 business days
- **Canceled within 24 hours or same-day:** \$50 fee charged; no refund will be processed under any circumstances
- **No-show:** Full treatment cost charged; no refund will be issued and prepaid amounts are forfeited in full

No refund for late and same-day cancellations

Clients who cancel within 24 hours of their scheduled treatment or on the same day of their appointment will not receive a refund under any circumstances, regardless of supply status or reason for cancellation.

For billing questions or to dispute a charge, please contact us within 7 days at info@homeglowiv.com.

SECTION 09

Contact Us

To cancel, reschedule, check your supply status, or ask any questions about this policy, please reach out to our team.

Email: info@homeglowiv.com

HomeGlow IV reserves the right to update this Cancellation Policy at any time. Updates will be posted on our website with a revised effective date. Continued use of our services constitutes acceptance of the revised policy.

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