

Healthiness Department Return Policy

Product Returns/Exchanges:

A food product may be returned or exchanged in the Healthiness Department *within 30 days of purchase* if:

The Product Is:	OR	The Patient Has:
Expired Upon Date of Sale		An Allergic Reaction to Product
Wrong Product		Become Sick Due to Product
Missing From Purchase		

Discounted item sales are final and cannot be returned or exchanged.
Returned items must be returned in original packaging.

If the product is eligible for return based on the criteria above, the patient will qualify for the following:

1. If the patient has zero balance on their account with Austin Regional Clinic, the patient will receive a refund to their personal account.
2. If the patient has a balance on their account with Austin Regional Clinic, the patient will receive a credit back to their Austin Regional Clinic account that may be applied to other services rendered at Austin Regional Clinic.

Product purchases over a \$100 amount will be subjected to a 50% return/exchange restocking fee.

Enrollment Fee Refunds:

The enrollment fee to join the Healthiness program is non-refundable.

To initiate a return or exchange, please complete the following steps:

1. Login to MyChart and send us a 'Care Team Message.'
2. List the item(s) name and quantity you wish to return/exchange. State reason for return.
3. Send the message to your Healthiness Team provider.
4. Your Healthiness Team provider will submit for management review and approval.
5. It may take up to 7-14 business days to begin processing the refund to your personal account or credit to your Austin Regional Clinic account.
6. Items returned/exchanged will be handled by your Healthiness Team provider.
7. Please contact us for any additional questions.