

MJ Medical / CannaLnx Refund policy

Advertisements, Offerings, and Listings

Advertisers (or others submitting listings) may remove a listing by sending cancelation or deletion requests to info@CannaLnx.com at least five (5) business days before the requested deletion, provided deleted listings are not eligible for refund and provided further that opinions, feedback, and other community postings may not be eligible for deletion.

Paid Services and Payment Terms

Paid Services for Doctors, Clinics, Dispensaries, Advertisers and Listing Owners

Subject to terms/conditions appearing on MJ Medical / CannaLnx Platform pages describing any paid placement, listing, service, or feature, and subject to any written/digital agreement directly between you and MJ Medical / CannaLnx pertaining to such service or feature (which supplement these Terms of Use, but don't supersede them unless a direct conflict exists, in which case the direct written agreement's term control), you agree to pay all fees and other charges applicable to each paid placement, listing, service or feature you order as required by the web page or specified pricing and other terms and conditions, and to comply with applicable billing terms and payment methods (prepaid or post-paid) for applicable periods to which you commit when ordering the placement, listing, service or feature. Listings or advertisements removed at the advertiser's request before completion of agreed time periods are not refundable.

Paid Services for Patients, Consumers, and other Website Users

Subject to terms/conditions on MJ Medical / CannaLnx Platform pages describing services or features available to patients, consumers, or other website users, you agree to pay all fees and other charges applicable to each paid service or feature you order according to the web page or specified pricing and other terms and conditions, and to comply with applicable billing terms and payment methods (prepaid or post-paid) for applicable periods to which you commit when ordering the service or feature. Such services must be canceled at least 24 hours in advance, and services not so canceled are not eligible for refund. All savings programs, discounts and coupons issued as part of a service or subscription are available only in accordance with their stated terms, and extensions, and not refundable.

Certain MJ Medical / CannaLnx services may require you to prequalify according to applicable guidelines, regulations, or law to be eligible for such service or a patient, clinic, or dispensary booking. Because MJ Medical / CannaLnx may not be able to verify or evaluate representations you make or information you provide as part of the prequalification process, MJ Medical / CannaLnx will provide the service in reliance on the accuracy/veracity of your representations and other information. Accordingly, MJ Medical / CannaLnx is not obligated to provide refunds if it later determines—after the service is provided to you—you were not qualified for the service, booking, or activity. You agree to provide MJ Medical / CannaLnx with truthful, accurate, and not misleading information during all prequalification processes and screenings to ensure you pay only for services you are eligible and qualified to receive.

Generally Applicable Billing and Payment Terms

For all paid services you order that require monthly (or other periodic) payment card billing, you authorize regular monthly (or such other periodic) billing, including charges applied to your payment card, according to the terms for such service until the service is canceled as provided herein. For all paid services you order, you are also responsible for paying (1) unless explicitly included in service charges, applicable taxes, surcharges, and other government-mandated assessments on the service (stated charges typically include most normally anticipated taxes and surcharges; further information available upon request), (2) penalties, administrative fees, or other amounts arising out of unauthorized payment card usage, charge-backs, bounced checks, and the like, and (3) account or service reactivation fees imposed by MJ Medical / CannaLnx after termination or suspension of a service. Billing disputes must be submitted to MJ Medical / CannaLnx (via contact information on the invoice or as detailed below) within 30 days of the applicable billing date or are deemed waived. Except as otherwise provided, payments to MJ Medical / CannaLnx are nonrefundable.

For fees charged for doctors' appointments, recommendation letters and medical-cannabis cards, if we cannot satisfactorily resolve your complaint, our refund policy is:

We offer risk-free MMJ card certification. If you don't qualify for recommendation/certification, **we refund 100% of your money**. If you are denied a doctors' recommendation and do not qualify for medical marijuana use in your state, or the state refuses to issue your MMJ card for reasons having to do with your non-qualification, CannaLnx will refund your payment for the doctor's appointment, recommendation letter, or MMJ card.

Refund Policy for Telemedicine

A full refund will be issued if the appointment is canceled more than 24 hours before the scheduled time and there has been no MJ Medical / CannaLnx medical-record department assistance in obtaining medical records. If the medical record team has sent record requests on behalf of the patient, a \$50 fee will be deducted from the refund. Doctors' appointments canceled less than 24 hours before scheduled appointment time are not entitled to a refund. Canceled appointments may however be re-booked for another time at no charge.

No refund is available if the patient misses the scheduled appointment without notifying MJ Medical / CannaLnx in advance of the appointment. However, they will have the option of rebooking the appointment for a charge of \$50.

We do not issue refunds for digital products once the order is confirmed and the product is sent.

Contact us

We strive to provide 100% customer satisfaction. If you are unhappy with our service for any reason, please email info@cannalnx.com to engage with our customer services team. We recommend contacting us for assistance if you experience any issues receiving or downloading our products or scheduling or canceling services.

If you have any questions about our refunds policy, please contact us:

By phone number: **(216) 220-9934**

By email: **info@CannaLnx.com**