

PATIENT AGREEMENT

1) Patient agreement to give 24 hr notice

At Dr. Pepi's office, we value your time and schedule accordingly, doing our best to get you in and out of the office on a predictable schedule.

It is common practice for doctors to deliberately overbook their schedule to make sure there is a steady stream of patients. They will even schedule several patients for the same time slot; if one patient doesn't show up, there are still several more waiting. This is good for the doctor (no lost income from a patient or two not showing up) but we've never met a patient who likes the unpredictable waits that such scheduling creates.

When you schedule an appointment with Dr. Pepi, she sets aside whatever time you've scheduled just for you; no other patients are scheduled during your appointment time.

To make our scheduling policy work for both you and the doctor, our appointment cancellation policy is as follows:

- 1) If you schedule time with the doctor, you WILL BE CHARGED in full for that time period unless you cancel it 24 hours in advance.
- 2) If you are late, you may only receive care for the balance of your scheduled appointment as there may be patients after you that need to be on time.

Thank you for your cooperation.

2) No Refund Policy

We do not accept returns or give any refunds on the purchase of supplements. We are careful to ensure that our supplements are fresh and have not been exposed to excessive heat or radiation. In order to maintain this level of product integrity, we do not accept returns. However, supplements that are not in good condition will be replaced.

Please sign below that you have read and agree to these policies.

PATIENT SIGNATURE