

Refund Policy

1. Overview

This Refund Policy outlines the conditions under which refunds may be issued for services provided by Health Hero LLC.

2. Eligibility for Refunds

Refunds may be granted under the following circumstances: (a) the user contacts support with a refund request; or (b) the Service fails to process a submitted medical document.

3. Request Process

To request a refund, users must contact customer support at refund@health-hero.tech and provide sufficient details about the issue.

4. Subscription Payments

Refunds for subscription payments are evaluated on a case-by-case basis.

5. Processing Time

Approved refunds will be processed within a reasonable timeframe depending on the payment provider.

6. Changes to Policy

We reserve the right to modify this Refund Policy at any time.