

1. General Policy

All payments made to Optimise You Pty Ltd are ****non-refundable****, except where required by Australian Consumer Law.

By purchasing services, you acknowledge that:

- * Payment provides access to consultations and services, not guaranteed outcomes
- * Eligibility for treatment is determined by clinicians and may vary

2. Consultation Fees

Consultation fees are non-refundable, including where:

- * You are deemed ineligible for treatment
- * No prescription is issued
- * You choose not to proceed

3. Subscription Services

Where subscription services are offered:

- * Payments grant ongoing access to care and monitoring services
- * Subscriptions do not guarantee prescriptions or treatment outcomes
- * You may cancel future billing at any time (where applicable)
- * No refunds are provided for unused subscription periods

4. Exceptional Circumstances

Refunds may be considered only in limited cases, including:

- * Duplicate or incorrect payments
- * Technical failure preventing consultation delivery

Refund requests must be submitted to:

joseph@optimiseyou.com.au

5. Medications

No refunds are provided for:

- * Prescribed or compounded medications
- * Change of mind after dispensing
- * Delays caused by third-party pharmacies

6. Australian Consumer Law

Nothing in this policy excludes your rights under the ****Australian Consumer Law****.

- * Where required by law, we will provide remedies including replacement, resupply, or refund.

