

Terms and Conditions

30 Day Money Back Guarantee

Medical Weight Loss By Healthogenics (MWLH) will guarantee that participating patients will lose between 8-20 lbs of weight during or by the end of the initial thirty (30) days of enrollment. Where the Patient complies with the applicable Service Guarantee Form and Weight Loss Promotion, medical advice, prescribed regimen of medication, supplementation, diet and exercise, yet fails to lose between 8-20 lbs and follows the Refund and Claims Procedure (as defined below), then such patient shall receive a full refund of any fees associated with the enrollment and treatment during such thirty (30) day period. MWLH in its sole discretion, shall make any and all determinations regarding Refunds and compliance with the Weight Loss Promotion, and such determinations shall be final and binding.

LENGTH OF GUARANTEE. Pursuant to the Weight Loss Promotion, this guarantee is valid for a period of thirty (30) days from the date that you enrolled with MWLH. You understand that the continued success of the program will depend on your efforts and that there are no guarantees or assurances that the program will remain successful after the initial thirty (30) days. You also understand that you will have to continue watching your weight all of your life if you are to remain successful.

HONEST EFFORT. The definition of "Honest Effort" implies that there are no missed appointments on your part; you will follow the MWLH Program and will adhere to the provided menu plans, visit the center at least twice weekly providing food reports for analysis, use vitamins and supplements as directed by the counselors, take the treatment weeks consecutively, and follow the personalized counseling as instructed. You will be expected to let MWLH know if you are having any difficulties meeting your goals so that we can adjust your program accordingly.

REFUND AND CLAIMS PROCEDURE. To initiate a refund claim, you must visit the MWLH center in person where your initial body weight analysis was performed, providing staff with all menus, materials, and any of its parts that you received during your weight loss program from MWLH. The staff at MWLH will perform another body-weight analysis to ascertain your current weight. If your weight has not decreased by minimum 8 lbs since initial weigh in or upon a doctor's order, you cannot physically receive services due to

significant medical disability for the duration of the contract, all fees associated with enrollment and treatment during the initial thirty (30) day period for the MWLH Program will be refunded to you. The refund only covers payments for your initial visit enrollment fee payment. Post 30 Day Guarantee; a prorated refund will be honored only under a doctor's order. Client agrees to enroll for the Weight Management Program at the cost Client acknowledges that the cost of supplements, vitamins, and other products are not included in the program fee and are additional costs and are not covered under this guarantee and are nonrefundable.

Privacy Policy

MWLH is committed to ensuring the privacy of those who use its services and those who visit its website. This Privacy Policy tells you what identifiable information ("Personal Information") we collect about you, how we use it and the circumstances under which we disclose it. We also provide you with information about how you can request access to your Personal Information or obtain more information about the Company's privacy policies and procedures.

The Company collects your personal information through the local MWLH you visit and provides the Centers with your Personal Information to use for purposes of managing our relationship with you and conducting our business.

What Personal Information Does the Company Collect and Why?

The Company collects Personal Information of its customers in the normal course of doing business. The type of Personal Information we collect includes the following:

- Name, address, height and weight;
- E-mail address, telephone and facsimile numbers;
- Products and lifestyle related services provided to you at the MWLH and related dates of service.
- If you are interested in working with us,, the Company may collect additional information about you and you may be subject to additional terms and conditions with respect to the use of your Personal Information.

The Company may use your Personal Information to provide you with products, services and information. For example, the Company may:

- Provide you with information about new products, programs or services that we believe may be of interest to you;
- Provide you with information and updates regarding products and services that the Company and selected business partners have to offer and which the Company thinks will interest you, including marketing and promotional information;
- Respond to your requests for information, services and products;
- Improve the Company's services and products to better understand and meet your weight loss needs;
- Run the Company's operations and fulfill its business and legal requirements; and
- Understand your lifestyle choices through analysis of aggregate (non-identifiable) information.

Consent

Providing your Personal Information, either in person, by telephone, or on-line, constitutes your consent to the collection, use and disclosure of such Personal Information by the Company for the purpose of providing the relevant services. We only collect information by lawful means.

You may opt-out of being contacted and withdraw consent from having your personal information used for marketing purposes or from having your personal information used for market research purposes by emailing us at info@mdwls.com. Your MWLH counselor can also provide you with a form to fill out to opt-out of being contacted. Withdrawing consent or opting-out may in some instances result in your inability to participate in certain programs, features or promotions offered by the Company.

When Does the Company Disclose Personal Information?

The Company does not sell your Personal Information to third parties. However, the Company may, on occasion, share some or all of your Personal Information with third parties for the purposes set out below. For example, Personal information may be shared:

- With other MWLH centers or entities affiliated with the Company for the purposes of administering your program and providing you with better service when you request certain programs;
- With MWLH Corporate Office located in the United States to administer the programs and services you have requested;
- With third parties that provide the Company with services, such as

- processing and marketing; and
- With third parties in connection with a business transaction, including a corporate re-organization, merger or amalgamation, or the sale of all or some of our assets, provided that the Personal Information disclosed continues to be used for the purposes permitted by this Privacy Policy by the entity acquiring this information.

Some parties that process or store Personal Information may be located in the United States. Therefore, your information may be processed and stored in the United States and, as a result, the United States governments, courts, or law enforcement or regulatory agencies may be able to obtain disclosure of your information through the laws of the United States.

Additionally, the Company may disclose your Personal Information where and when required or permitted by law to do so.

Information Gathered With Technology

If you are visiting our Website, we use a feature called "cookies" which identifies your browser to us each time you visit. We may use and disclose this information to affiliates and other third parties to manage and improve our website and programs. We may also collect your IP address when you visit our Website. Your IP address is collected so that we know how many visits to our website we have had by separate individuals. Our cookies cannot profile your system or collect information from your hard drive. Most browsers are initially set up to accept cookies, but you can set your browser to refuse cookies.

How Does the Company Protect the Personal Information It Collects?

The Company has implemented appropriate safeguards and security measures to protect your Personal Information from loss, theft, unauthorized access, disclosure, copying, use or modification. Security measures adopted by the Company include limiting the number of individuals with access to your Personal Information. All MWLH affiliates, suppliers, agents, employees and other parties performing services on our behalf who handle Personal Information are bound to maintain the confidentiality of all Personal Information and may not use the information for any unauthorized purpose.

Accuracy and Access

We are committed to ensuring that the Personal Information we hold for each customer is accurate, up-to-date and complete. You have the right to access your Personal Information in our files and to update or remove that

information as necessary, subject to any legal restrictions that would prohibit such action. To access your Personal Information, please contact our Privacy Officer by telephone, e-mail or post at the numbers and address provided below. Please be sure to specify what information requires updating or removal. Corrections will be made at no cost to the Company's customers. For other requests, a small fee may be charged to cover the associated costs. We will endeavor to keep these fees as reasonable as possible and will alert you to the charge and amount prior to executing your request. In these instances, you will be given the opportunity to withdraw your request.

Changes to this Privacy Policy

The Company may add, modify or remove portions of this Privacy Policy, as and when it deems necessary or appropriate. You will be able to determine when this Privacy Policy was most recently modified by referring to the "last update" date appearing at the end of this document.

Shipping & Delivery

MWLH uses the best carriers in the business to make sure your order gets to you on time. Learn more about shipping times, methods, costs, and carriers.

Delivery Time

We keep you informed

Shortly after you place your order, you will receive an Order Acknowledgement email to confirm your order details, including shipping and delivery estimates for each item. Once your item has prepared for shipment and ships, you will receive a Shipment Notification email with carrier and tracking information if available.

Shipping and delivery estimates

The 'Ships' timeframe is an estimate of when the item will prepare for shipment and ship from our warehouse. The items on your order will ship as they become available.

The 'Delivers' timeframe is an estimate of when the item will be delivered to your shipping address after it ships. The estimated delivery time depends on the shipping method you choose during checkout.

All estimates are based on business days.