

CyberMed Health Fulfillment Policy

Last Updated: June 1, 2025

- **CyberMed Health Offerings:** CyberMed Health is a compliance-driven, AI solution that is a leading health IT company specializing in integrating advanced technologies into unified platforms that streamline healthcare delivery and reduce administrative burdens for providers. Our comprehensive solutions include CDoc telehealth, CyberMed EHR, medical billing, clinic workflow optimization, and secure medical data exchange.
- **Fulfillment policy:**
 - **Refunds and Cancellations:** Refund and cancellation policies vary depending on the product or service provided. Detailed refund and cancellation information is provided within individual client contracts. For tech subscriptions, please refer to the subscription terms within your contract. Refunds will be considered on a case-by-case scenario.
 - **Customer Support & Contact Information:** For any inquiries about existing services with CyberMed Health, please contact info@cybermedcorp.com or your Customer Success Representative. For any inquiries about potential business opportunities, please book a demo through the website.
 - **Payment Processing:** All payments are processed securely through Stripe. Payment methods accepted include those supported by Stripe at the time of purchase. Recurring subscriptions will be automatically billed according to the selected billing cycle. Confirmation of payment will be sent to the email address provided during checkout.
 - **Credit Cards Accepted:** Visa, MasterCard, Amex, and Discover
 - **Currency:** All charges and payments are in USD.
 - **If a payment fails,** you will be notified via email.
 - **Delivery Timing:** CyberMed Health is committed to delivering high-quality services and subscriptions within the agreed-upon timelines. CyberMed Health onboards new customers from the time of enrollment or contract signature; please see contract terms for delivery schedule based on

products. Clients will receive regular communications regarding the progress of the service or product via client's Customer Service Representative.

- Access and Usage: Depending on the product or service selected, access will be granted to CyberMed Health's platform. Please refer back to your contract to see if platform access is included.
- Changes to this Policy: CyberMed Health reserves the right to modify this Fulfillment Policy at any time. Changes will be effective upon posting on our website. It is your responsibility to review this policy periodically.

CyberMed Health Inc.

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