



Pricing and Refund Policy

Effective 1 February 2019

Pricing:

- Rentals of entertainment [platforms or devices] with HealthHub Patient Engagement Solutions are sold on per day basis, with each day being 24 hours, starting at the time of rental activation.
- With the purchase and full consumption of a 5-day rental package, the rentee will receive 2 days of free rental. The 2 free days must be consumed as an extension of the 5-day rental package, without interruption. The free days are gifted to and received by the rentee at the end of the 5-day rental package; only then the 5-day rental is extended to 7 days. The free days will be forfeited if the 5-day package is terminated early, or at patient discharge. The free days cannot be exchanged for money or transferred to anyone. Nor can they be used at a later time or banked.
- With the purchase and full consumption of a 15-day rental package, the rentee will receive 15 days of free rental. The 15 free days must be consumed as an extension of the 15-day rental package, without interruption. The free days are gifted to and received by the rentee at the end of the 15-day rental package. The free days are forfeited if the 15-day package is terminated early, or at patient discharge. The free days cannot be exchanged for money or transferred to anyone. Nor can they be used at a later time or banked.

Refund Policy:

- Rentals of entertainment [platforms or devices] with HealthHub Patient Engagement Solutions are refundable within the following guidelines:
 - Unused paid days of rental are refundable upon request for any reason.
 - Unused paid days are refunded at the daily rate.
 - A day is considered used after 2 hours of rental.
 - Any "free days" of rental, added to a multi-day rental package, cannot be exchanged for money or transferred to anyone.
 - If a refund is processed prior to all paid days being used, any "free days of rental" are forfeited.
 - Refunds are processed from the time they are requested, and will not be backdated.
 - Any days where rental is unavailable due to a technical issue will be refunded or added to the ongoing rental period. The decision to accept a refund or extend the rental due to a technical issue will be at the patient's option.