

Terms and Conditions

- By signing up for your care subscription, you acknowledge and agree to the following:
- **Recurring Monthly Charge:** By signing up for your care subscription, you authorize Freudly LLC to charge your designated payment method entered here for the subscription amount, and then you authorize future subscription payments to be billed automatically every 30 days. This subscription is eligible to be paid from an HSA plan or a flexible spending account. It includes your anticipated ongoing psychiatric care, all your clinical needs, refill requests, and our live and remote asynchronous ongoing check-ins. You will not be billed separately for future appointments and because psychiatric care is being delivered ongoing as a service, and not measured by appointment duration, you will not be eligible to reimburse your cost of care by out-of-network submission to your insurance company.
- We will inform you if we need to alter your care subscription or add any significantly increased care time should your needs clinically require.
- **Cancellation Policy:** If you wish to cancel your subscription, please notify us via Spruce message at least 14 days prior to your next billing date. Failure to cancel within the specified notice period may result in charges for the subsequent month prior to cancellation.
- **Refunds:** Subscription fees are non-refundable once charged. If you cancel your subscription, you will not be refunded for any remaining days in the current billing cycle.
- **Communication:** Our primary mode of communication is through the Spruce messaging platform. Please ensure that you have access to Spruce and provide accurate contact information to securely send and receive essential clinical and administrative communications, refill requests and any other relevant communication regarding your psychiatric care. You will be receiving more ongoing care check-in requests that will help us to identify symptom emergence sooner and intervene sooner in between your visits. So we will always be in touch, even when we are not meeting live. And we are always here for you if you have questions or concerns.
- By proceeding with the sign-up process through the provided link, you confirm that you have read and understand the terms and conditions outlined above.
- Please don't hesitate to reach out to our customer support team via Spruce message if you have any questions or concerns regarding our services or the subscription process.