



BRADY BACK INSTITUTE

Expert Diagnosis & Non-Surgical Care for Back Pain

Money-Back Guarantee Policy

We are so confident in our care that we offer a money-back guarantee. Simply put, if your experience at Brady Back Institute is not meeting your expectations, for any reason, we will refund your money.

Nearly all our patients have failed care from multiple doctors and just don't want to be burned again. We think you should be happy with anything you purchase and the provider should have some skin in the game.

It's just the right thing to do.

There are three checkpoints in your treatment where you can request a refund.

- If, following your consultation, you are dissatisfied, you can request a refund for all or part of your consultation.
- If, following your exam, you are dissatisfied, you can request a refund for all or part of your exam.
- If, during visits 1-6, you are dissatisfied, you can request a refund for all or part of the cost of visits 1-6.
- Starting with visit 7, refunds for services rendered are not available (you can't eat the whole pizza and then say you're dissatisfied ;).
- If you wish to discontinue your treatment for any reason, at any time, we will refund the unused balance on your Care Agreement.

How to Request a Refund

1. Anytime before the end of your sixth visit, you can request a refund via email or by filling out a refund request form in our office.
2. Provide us with your name, the reason you are dissatisfied, and the amount of your refund request.
3. If you wish to restart treatment with Brady Back Institute at any time you will be starting from the Consultation as a new case. Refunds are not available to anyone who has received a prior refund.

Your refund will be processed by Brady Back Institute within 7 business days of your request.¹

¹ Banks may take longer to process. We are not responsible for any financial Institutions schedule.