

# KONNECTMD MEMBERSHIP AGREEMENT

## TERMS AND CONDITIONS

### 1. Agreement Overview

By accepting this KonnectMD Membership Agreement (“Agreement”), you acknowledge that this document represents the complete terms and conditions of your membership with KonnectMD, LLC (“Company”). This Agreement includes and incorporates the Privacy Policy, Return Policy, and all Company policies and procedures.

You may cancel your membership at any time, subject to the terms outlined herein.

### 2. Definitions

- “Agreement” means this Membership Agreement and Registration Form.
- “Company” means KonnectMD, LLC.
- “Healthcare Service Provider” means third-party providers contracted to deliver telehealth services.
- “Member” means an approved registrant.
- “Agent” means a Member paying \$24.99/month to participate in commissions.
- If after 30 days of a declined credit card for for agency fee all access to back office, replicated website and commissions will be suspended.
- “Membership Fee” means the monthly fee required for access.
- “Services” means telehealth services described in Exhibit A.

### 3. Scope of Services

KonnectMD is a marketing company only and does not provide medical care. All medical services are provided by independent licensed Healthcare Service Providers.

Membership is NOT health insurance.

#### 4. Access to Services

Members access services via a secure HIPAA-compliant platform. Healthcare providers are solely responsible for all medical decisions and care.

#### 5. Payment Terms

Membership fees are billed every 30 days until canceled.

- Payment methods: credit or debit card
- Failure to pay may result in suspension or termination
- Accounts 30 days past due incur a \$30 reactivation fee

#### 6. Cancellation

You may cancel anytime by emailing: [support@konnnectmd.com](mailto:support@konnnectmd.com)

#### 7. Refund Policy

All fees are non-refundable unless determined otherwise by the Company at its sole discretion.

#### 8. Termination

The Company may terminate membership at any time for reasons including:

- Non-payment
- Violation of terms
- Fraud or misuse of services

#### 9. Compliance

Healthcare providers comply with all HIPAA and applicable laws.

#### 10. Legal

This Agreement is governed by the laws of Oklahoma. Any disputes will be handled in Oklahoma courts.

#### 11. Miscellaneous

If any part of this Agreement is invalid, the rest remains enforceable.

#### EXHIBIT A – SERVICES

Members receive 24/7 access to licensed medical providers via phone or video consultation.

Providers may:

- Assess medical conditions
- Recommend treatment
- Prescribe non-controlled medications if appropriate
- Direct members to emergency care when necessary