

# Complete Med Care Gift Card Terms

## **Purpose of Complete Med Care Gift Card:**

Complete Med Care Gift Card (Gift Card) can be used to pay for **future** medical services at Complete Med Care and for future account credit at Complete Med Care. Gift Card cannot be used to pay for existing charges. Until redeemed, the Gift Card is fully transferable.

## **Services available:**

Available medical services are for general medical care that would typically be provided by a family physician, general internal medicine physician, or a minor emergency facility in the Dallas area. Services are available for patients older than 18 months. No medical specialist's care and no pregnancy care is available. Services available at Complete Med Care are at physician's discretion, and patients may be referred to another facility/provider as determined by physician, which will result in additional charges that are not covered by the Gift Card. Not all services offered by Complete Med Care may be available at all times due to technical, weather-related or other causes.

## **Expiration date:**

**Gift Card must be presented within 1 year of issue. Once it is presented, it is redeemed and applied as account credit. The account credit does not expire** and there is no maintenance fee, so it is advisable to redeem the gift card early. You may redeem the Gift Card for account credit, even if you do not need medical services at the time of the redemption.

## **Referrals:**

Referrals to another health care provider or facility may be required (a hospital/ER, specialist, lab, physical therapist, medical imaging such as X-ray or MRI, or other). These providers/facilities are not affiliated with Complete Med Care and will charge additional separate fees that will not be covered by the Complete Med Care Gift Card.

## **Limitations:**

The Gift Card and the account credit from the card are not refundable. Once redeemed, the Gift Card account credit is not transferable. Gift Card funds must be applied to one account (cannot be split up). Gift Card remains the property of Complete Med Care and must be redeemed in person. Any services available maybe limited, at physician's discretion. Hours of operation, pricing of services, service availability, medical provider/physician availability are subject to change at Complete Med Care's discretion.

We reserve the right to refuse to sell the Gift Card to anyone, and/or cancel the transaction and return the money paid for it.

## **Lost/Stolen Cards:**

**If your Gift Card is lost or stolen, you must call us immediately to receive a replacement. If the Gift Card has been redeemed already, we will not be able to issue you a replacement. You must have the card number, so write down it down as soon as you get it. There will be a fee for a replacement card.**

The limitation of Complete Med Care's non-medical damages is the amount paid for the gift card. This agreement is to be interpreted under Texas law.