



# GRANT POLICIES

## 5-Star Service Guarantee Policy

### 1. Application of the Policy

This guarantee policy applies to all packages, forms, workshops, therapies, seminars, celebrations, activities, meetings, conferences, and trade shows offered by Marixa Suites Recovery Home. It is designed to ensure customer satisfaction with our 5-star service during the follow-up phase.

### 2. Money Back Guarantee

Marixa Suites Recovery Home offers a money-back guarantee for the third stage of each package, which covers plan optimization and evaluation work. If the client is not satisfied with the quality of services during the follow-up, the cost of this stage will be refunded.

**The specific conditions for each package are as follows:**

**Premium Package:** Refund of \$500 if the client is not satisfied with the quality of services during the follow-up.

**Standard Package:** Refund of \$500 if the client is not satisfied with the quality of services during the follow-up.

**VIP Package:** Refund of \$800 if the client is not satisfied with the quality of services during the follow-up.

**Initial Package:** Refund of \$500 if the client is not satisfied with the quality of services during the follow-up.

**High Ticket Package:** Refund of \$1,000 if the client is not satisfied with the quality of services during the follow-up.



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## 3. Conditions for Return

**To be eligible for a refund, the client must:**

- Have completed the previous stages of the consulting process according to the selected package.
- Provide written notification within the first 30 days of the follow-up stage, detailing the reasons for their dissatisfaction.
- Allow Marixa Suites Recovery Home the opportunity to rectify any service deficiencies within a reasonable period of time.

## 4. Return Process

Upon receipt of written notification and an unsuccessful attempt to rectify the service, Marixa Suites Recovery Home will process the refund corresponding to the package optimization phase. The refund will be processed within 15 business days of approval of the refund request.

## 5. Action and Communication

**If the client experiences any problems with the quality of services during follow-up, he/she is urged to:**

- Immediately report any concerns to the Marixa Suites Recovery Home consulting team.
- Provide detailed documentation and any relevant evidence of the issues encountered.
- File a formal report if the situation is not satisfactorily resolved.



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## 6. Commitment to the Client

If a provider fails to meet standards during treatment or service, Marixa Suites Recovery Home and its team will address the situation effectively. **Steps to follow include:**

- **Immediate Communication:** Communicate any noncompliance to the medical staff or the Marixa Suites Recovery Home consulting team.
- **Detailed Documentation:** Take detailed notes and obtain photographic or documentary evidence of any incident.
- **Formal Report:** File a formal report if the situation is not satisfactorily resolved.
- **Explore Legal Options:** If the noncompliance seriously impacts the client's health, Marixa Suites Recovery Home will consult with a medical malpractice attorney to explore legal options and protect the client's rights.

## 7. Protection Clause

Marixa Suites Recovery Home reserves the right to deny any refund if it is determined that the client has acted fraudulently, maliciously, or in bad faith. **This includes, but is not limited to:**

- Any attempt to defame or damage the reputation of Marixa Suites Recovery Home on social media or in public places.
- Disrespectful, vulgar, or malicious behavior toward Marixa Suites Recovery Home providers or staff.
- Any action that causes harm to the image or business health of Marixa Suites Recovery Home.

In such cases, the client will not be eligible for any refund and may be subject to legal action for damages. Any dispute with providers must be handled directly with them and does not involve Marixa Suites Recovery Home.



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## 8. Acceptance of Terms and Conditions

By accepting these terms and conditions, the customer acknowledges and agrees to the money-back guarantee policy. We are pleased to serve you under these conditions and appreciate your understanding and cooperation.

### **Justification of the Warranty Policy**

At Marixa Suites Recovery Home, we are committed to providing high-quality service and ensuring customer satisfaction. The follow-up phase of our consultation process is crucial to ensuring optimal recovery and a 5-star experience. This guarantee policy reflects our confidence in the quality of our services and our commitment to excellence.

### **Responsibility**

Marixa Suites Recovery Home acts as a consultant and researcher for postoperative services. We are not responsible for external services provided by our partners. Each external service has its own policies and conditions, and clients acknowledge and accept these by signing the contract with us.

### **Cost Confidentiality**

Costs associated with forms, workshops, therapies, seminars, celebrations, activities, meetings, conferences, and fairs are private and will be communicated exclusively to the client and the Marixa Suites Recovery Home office.