

— LANGE —

SPORTS MEDICINE & PHYSICAL THERAPY

Payment and Insurance Policy

Lange Sports Medicine and Physical Therapy is an OUT OF NETWORK Physical Therapy provider. Payment is due in advance of each visit. **A valid credit card must be kept on file for billing.**

Late Cancellation/No Show Policy:

In the event that you need to change your upcoming appointment(s) or cancel for any reason, **please contact us no later than 12:00 NOON the business day prior to avoid a late reschedule/cancellation fee (\$125). Monday appointments must be rescheduled by NOON on the preceding Friday.**

Refund Policy:

All purchases including evaluations, pay as you go visits, plan of care, memberships, performance training sessions, and other services are considered final after **7 days** from the date of purchase.

Refund requests must be submitted in writing to dylan@langept.net **within 7 days** of the original purchase. To qualify for a refund during this period, **the service or plan must be unused**. Approved refunds will be issued to the original form of payment **minus any applicable transaction fees**.

After 7 days, purchases are generally **non refundable**. In rare circumstances where an exception is granted, any completed sessions will be recalculated at the standard pay as you go rate. The remaining balance may then be refunded to the original form of payment minus transaction fees.

Unused sessions from packages or prepaid visits **expire one year from the date of purchase**. Clients are responsible for tracking expiration dates associated with purchased services.

Membership visits must be used within the billing month. **One unused visit may roll over** to the following month, however only one visit may be carried over at any time. Any additional unused visits will be forfeited.

Services purchased through discounted promotions, workshops, pop up events, or injury screens are **final sale and are not eligible for refund.**

Services may only be shared or transferred with approval from Lange Sports Medicine.

Lange Physical Therapy reserves the right to modify or update this policy at any time.

By completing a purchase, you acknowledge and agree to the terms outlined in this policy.

We understand that unexpected situations arise. If you believe a unique circumstance warrants an exception, please contact us through email. While not guaranteed, we review all cases individually. Please reach out to dylan@langept.net for further questions or concerns.

Last updated 03/14/2026