

# Jeri Evans Nutrition, Inc.

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(Mailing address)

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[www.jerievansnutrition.com](http://www.jerievansnutrition.com)

## Policies and Procedures

### Office Hours:

- Jeri Evans is available for appointments on Tuesday, Friday and Saturday by appointment only.
- All Nutrition appointments are scheduled for either 30 minute or 1 hour.
- All Intuitive Release Therapy session are 30 minutes

### Fees:

- Refer to the current price list.
- Payment is due at time of consultation. Methods of payment are: Visa, MasterCard, Cash and Checks.
- If the schedule time is exceeded the client will be charged accordingly.
- To hold an appointment an address is required. If the appointment needs to be rescheduled or cancelled please call 48 hours prior, otherwise, there is a cancelation fee of \$25 for each appointment.
- A phone consult is considered an appointment and is charged the same as an office visit.
- Consultations with other health care providers and/or review of records, per your request, will be charged accordingly.

### Appointments:

- To make an appointment call the office. If we do not answer please leave your full name and your ten-digit phone number, with the best time to reach you and we will call you back as soon as possible.
- **Avoid wearing any scented products, as many of our clients are chemically sensitive.**
- Prepare for the visit by printing out the forms on the web site [www.jerievansnutrition.com](http://www.jerievansnutrition.com), fill them out and bring them to the appointment. Allow 1 hour to fill out the Nutrition forms and 15 minutes to fill out the Intuitive Release Therapy forms.
- **View all available videos before the Nutrition appointment. The videos will explain the program concept and give in-depth information. Allow 35 minutes to view videos.**
- Please arrive 10 minutes before your scheduled appointment time.
- **If paperwork is not filled out and the web site videos haven't been seen the Nutrition appointment will be rescheduled.** Remember the total amount of time to fill out paperwork and to see the videos is approximately 1 ½ hours.

### Phone Consultations:

- Clients call the office at the scheduled time of the appointment.

**Questions:**

- If you have a quick question less than 5-minutes of conversation, Jeri will be glad to answer at no charge. Clients may call or e-mail [jeri@jerievansnutrition.com](mailto:jeri@jerievansnutrition.com) quick questions.
- When you call, please ask Jeri if she has 5-minutes for a quick question. Please remember that when the conversation exceeds 5-minutes you will be billed.

**Credit Card Security:**

- All credit cards on file are listed in our Security Book in a locked cabinet.

**Orders:**

- Orders for supplements are made in advance by phone or e-mail [jeri@jerievansnutrition.com](mailto:jeri@jerievansnutrition.com).
- Call the office to make an appointment to pick up the order.
- All orders will be charged to the credit card on file unless other arrangements are made.
- When the appointment time is made for the pick up, the order will be placed in a bag with your initials and time of appointment on the outside of the bag.
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**Shipping Orders:**

- All orders will be processed and mailed within 7 days. We are unable to overnight packages.
- All orders will be paid through credit card. There are no COD orders.
- All prices are subject to change. Check with the office for current rates.
- We do ship products requiring refrigeration.
- Dietary supplements and test kits from the office will have a flat rate. All orders are sent priority.
- Some products will be dropped shipped by the supplement companies. Tax on the packages sent from the supplement companies will vary in price and the cost will be passed on to the client.

**Returned Products – Pre-Approval Is Required On All Returns:**

- 15% restock fee of purchase price, less shipping and handling, will be refunded on unopened items returned within 2 weeks of sales receipt date.
- Refrigerated items cannot be returned.
- No returns will be accepted after 60 days.
- No refunds for opened items.

**Important Notes:**

- Jeri Evans has a B.S. Degree in Foods and Nutrition. Miss Evans is a Practitioner of Past Life Therapy. She is not a medical doctor and therefore, does not make diagnoses, and does not service medical emergencies.
- **If you have a medical emergency, you must contact your primary care physician or dial 911.**
- Consultations, sessions, laboratory tests and nutritional products are not covered by medical insurance and cannot be submitted for insurance reimbursement.