

Mobile MedCert PLLC

Refund and Cancellation Policy

- For individual exams, a 100% refund will be provided if the appointment is cancelled at least 48 hours prior to the appointment time. Cancellations within 48 hours of the appointment are not eligible for a refund.
- For groups of 5+ exams, a 100% refund will be provided if the appointment date is cancelled 7 days (168 hours) prior to the first appointment time. Cancellations 48 hours prior to the first appointment time are eligible for a 50% refund. Any cancellations within 48 hours will not be refunded.
- Refunds are not provided if a driver ends an exam early or does not complete their required follow-up within 45 days of the examination date.
- If the medical examiner cancels the appointment a 100% refund will be provided.
- If the medical examiner terminates an examination prior to it being finished they may provide a refund at company discretion.
- Disagreement with the certification status given by the ME is not grounds for a refund—**if a driver is disqualified, they are not entitled to a refund as the full service was provided.**
 - Drivers and motor carriers have the right to obtain a second medical exam and certification from another facility at their own expense.

Last Updated 6/27/2026