

Laevo Terms and Conditions

Effective date: April 1, 2026

Last updated: September 1, 2026

These Terms and Conditions apply when you visit or use Laevo's website, complete an online assessment, or place an order through Laevo. Please read them before using the service. By proceeding, you agree to these terms. If you do not agree, do not use the service.

1. Who we are

Laevo is the operating name of **2673509 Ontario Inc.** ("Laevo," "we," "us," or "our"). Laevo provides an online service that helps adults access prescription skincare assessment and treatment.

Laevo is not a pharmacy and does not itself prescribe, compound, or dispense medication. Clinical care is provided by appropriately licensed independent healthcare professionals. If a prescription is issued, the medication is prepared and dispensed by a licensed pharmacy. The clinician and pharmacy make decisions within their respective professional roles.

2. Who may use Laevo

You must be at least 18 years old and able to enter into a binding agreement to use Laevo. You must use the service for yourself, unless Laevo and the treating clinician expressly permit otherwise.

You agree to provide complete, truthful, and current information, including your medical history, medications, allergies, and contact and delivery details. You may be asked to provide identification or additional information. A clinician may be unable to assess you if information is missing or cannot be verified.

3. Online assessments and clinical decisions

An online assessment is one part of a clinical review. Completing it does not guarantee a consultation, diagnosis, prescription, treatment, or particular result. A licensed clinician independently decides whether treatment is appropriate and may request more information, recommend another form of care, or decline to prescribe.

If treatment is not approved, Laevo will explain what happens to any product payment or other fee before or when the decision is communicated. Any charge for an assessment or service already completed will only apply if its amount and basis were disclosed before you purchased it.

The Prescription Treatment and Telehealth Policy provides additional information about remote care, clinician review, treatment use, and follow-up. It forms part of the terms governing your use of those services.

4. Not for emergencies

Laevo is not an emergency service and is not suitable for urgent or life-threatening concerns. If you may be experiencing an emergency, call 911 or go to an emergency department. For urgent medical advice, contact a local healthcare professional or health service.

5. Prescriptions and treatment products

Prescription products are prepared for the person named on the prescription and must only be used by that person, as directed by the prescriber and pharmacy. Do not share, sell, or give your medication to anyone else. Read and follow the pharmacy label and accompanying instructions. Contact the pharmacy or your clinician if you have questions about use, storage, missed doses, or a possible reaction.

Do not start, stop, or change a prescription based only on general information on Laevo's website. Website content is educational and does not replace individualized advice from your clinician, pharmacist, or other healthcare provider.

6. Orders, price, and payment

Product availability depends on clinical approval, pharmacy acceptance, and applicable law. Before you confirm an order, Laevo will show the applicable product or service, price, taxes, shipping charges, payment timing, and any other required details. Prices are in Canadian dollars unless we clearly state otherwise.

You authorize the payment method you provide to be charged for the amount and timing shown at checkout. Do not submit an order if the displayed amount or order details are incorrect. If a price or material order detail changes before processing, we will obtain any consent required by law before charging you for the changed order.

7. Recurring orders and subscriptions

If you choose a recurring treatment plan, the checkout page will identify that it is recurring and show its price, renewal frequency, next expected charge or processing date, and how to pause, skip, or cancel. The plan's specific schedule is the one shown to you when you sign up and in your order confirmation; it may differ by treatment or product.

You may manage your plan through your Laevo account, where available, or contact us at support@laevo.ca. To avoid the next order being processed, submit your pause, skip, or cancellation request before the cutoff date shown in your account or order confirmation. We will confirm the effective date of your request. If you contact us after an order has entered processing, we will explain what options remain for that order. This does not limit any cancellation right provided by law.

We will send any renewal notices required by law and any reminders described at sign-up. We will not charge a different recurring price or change a material term without giving notice and obtaining consent where required.

8. Cancelling an order, returns, and refunds

You can contact us to request cancellation of an order before it is processed. **We do not accept returns of prescription medication or personalized products.** For safety and quality reasons, these products cannot be restocked or resold. If there is a problem with your order, product, or delivery, contact us promptly. We will review the issue and respond in accordance with pharmacy requirements and applicable law.

Nothing in this no-returns policy or these terms removes or limits a cancellation, refund, replacement, or other remedy you may have under consumer protection law. This includes rights that may apply if required online-agreement information was not provided, an order was not delivered, a charge was unauthorized, or goods or services did not meet applicable legal requirements. If Laevo or the pharmacy made an error, contact us promptly so we can investigate and help resolve it.

Do not send prescription medication back unless the pharmacy or Laevo gives you instructions. Contact us for safe return or disposal guidance where applicable.

9. Shipping and delivery

Orders are submitted for shipment only after required clinical approval, pharmacy acceptance, and preparation. Delivery dates are estimates unless we expressly confirm a guaranteed date. We will provide tracking information when available and will work with you and the carrier to investigate a delayed, missing, or damaged shipment.

Please ensure your delivery address is accurate and that you can receive the package. Contact us as soon as possible if your address changes or a shipment appears to be missing. Your statutory rights remain unaffected by delivery estimates or carrier involvement.

10. Your responsibilities and safe use

You agree to:

- use accurate information and promptly tell your clinician about relevant changes to your health;
- follow the directions provided by your clinician and pharmacy;
- use prescription products only as prescribed and report concerning reactions promptly;

- keep your account credentials secure and tell us if you suspect unauthorized access; and
- use the website lawfully and avoid disrupting, abusing, or attempting to gain unauthorized access to the service.

Treatment results and timelines vary from person to person, and **no particular result is guaranteed**. Your response may depend on your diagnosis and skin condition, its severity, your skin type and biology, the prescribed ingredients and strength, how consistently and correctly you use treatment, your skin's tolerance, other skincare or medications, sun exposure, and other health factors. Another person's results do not predict or guarantee your results. Your clinician may adjust or stop treatment based on your response and safety. This statement does not limit any legal responsibility that cannot be excluded under applicable law.

11. Website availability and content

We may update, suspend, or discontinue website features when reasonably necessary, including for maintenance, security, or legal reasons. We will take reasonable steps to keep information current, but website content may not reflect the latest medical guidance or be suitable for your individual circumstances.

12. Privacy

Our collection, use, and disclosure of personal information are described in the Laevo Privacy Policy. By using Laevo, you acknowledge that you have had the opportunity to review that policy. The Privacy Policy does not replace any consent required for healthcare or pharmacy services.

13. Intellectual property

The Laevo name, branding, website design, and website content are owned by or licensed to Laevo and are protected by applicable laws. You may use the website for personal, non-commercial purposes. You may not copy, modify, distribute, or commercially use Laevo materials without prior written permission, except where the law permits.

14. Changes to these terms

We may update these terms to reflect changes to the service, law, or operations. We will post the updated version with a new "Last updated" date. If a change materially affects an ongoing order or recurring plan, we will provide notice and obtain any consent required by law. Changes do not retroactively remove rights you already have.

15. Liability

Nothing in these terms excludes or limits liability, consumer rights, or remedies that cannot legally be excluded or limited. To the extent permitted by law, Laevo is not responsible for harm caused by information you knowingly provide that is materially inaccurate, or by using a prescription product contrary to the clinician's or pharmacy's instructions.

Clinical decisions are made by the treating clinician, and dispensing decisions are made by the pharmacy. Questions or concerns about your clinical care or medication should be directed to the clinician or pharmacy, and Laevo can help you reach the appropriate contact.

16. Governing law

These terms are governed by the laws of Ontario and the applicable laws of Canada. This does not prevent you from relying on mandatory consumer protection laws that apply where you live.

17. Contact us

Questions about these terms, an order, or your Laevo account:

2673509 Ontario Inc., operating as Laevo Email: support@laevo.ca Mail: 2213 Bostock Cres., Mississauga, ON L5J 3S8, Canada Phone: 1-888-482-4852