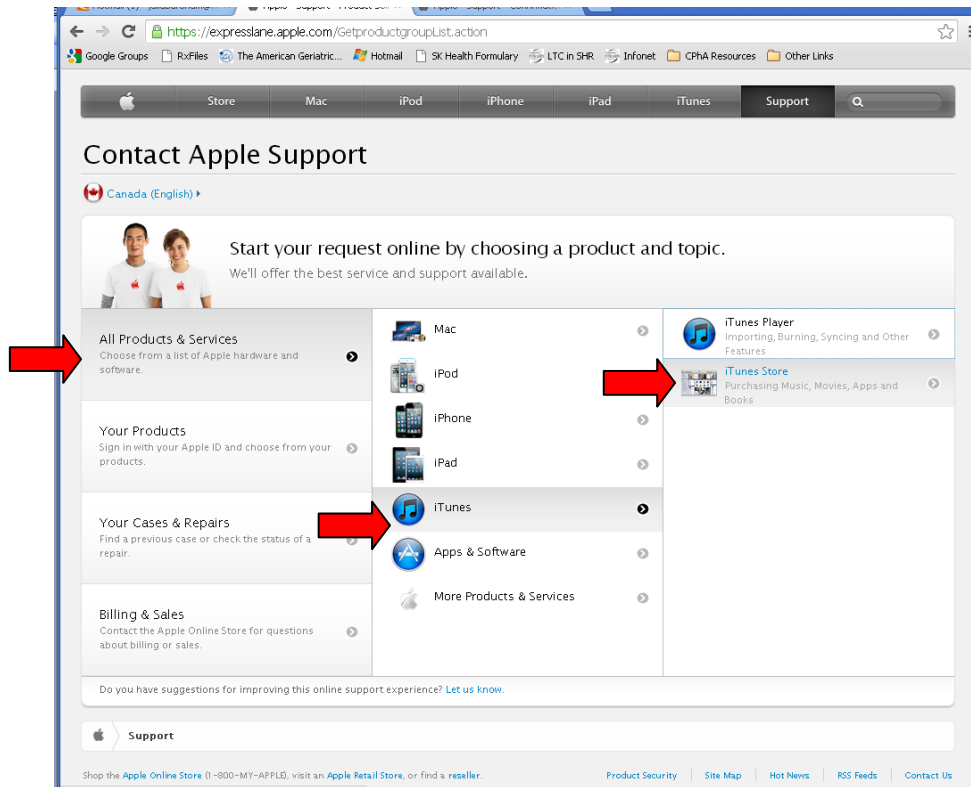
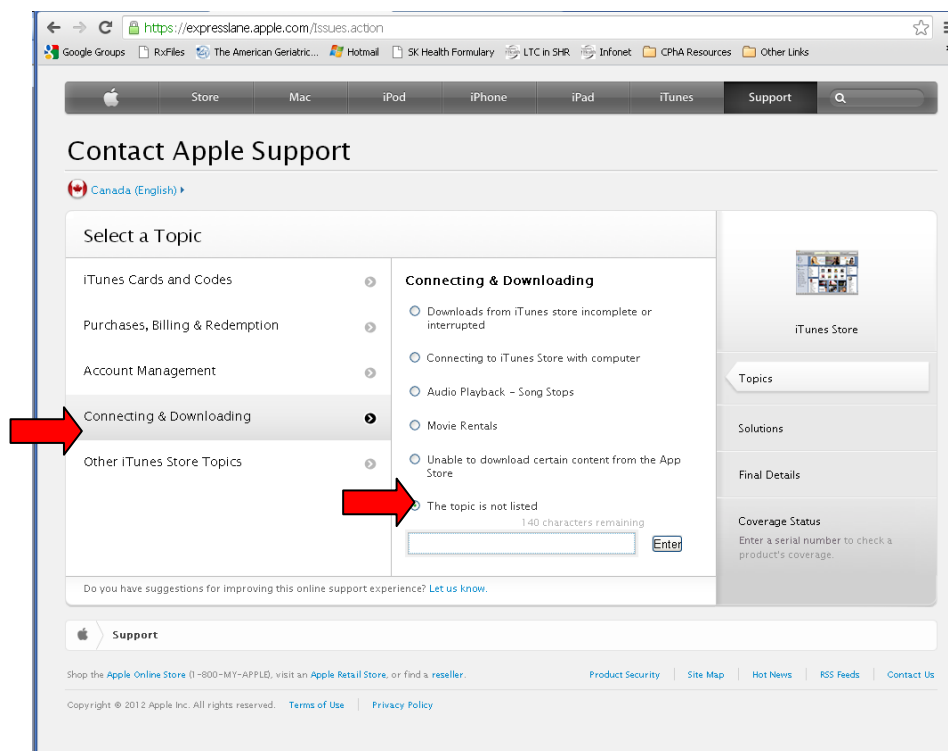


To request a refund for the RxFiles App – automatic renewal

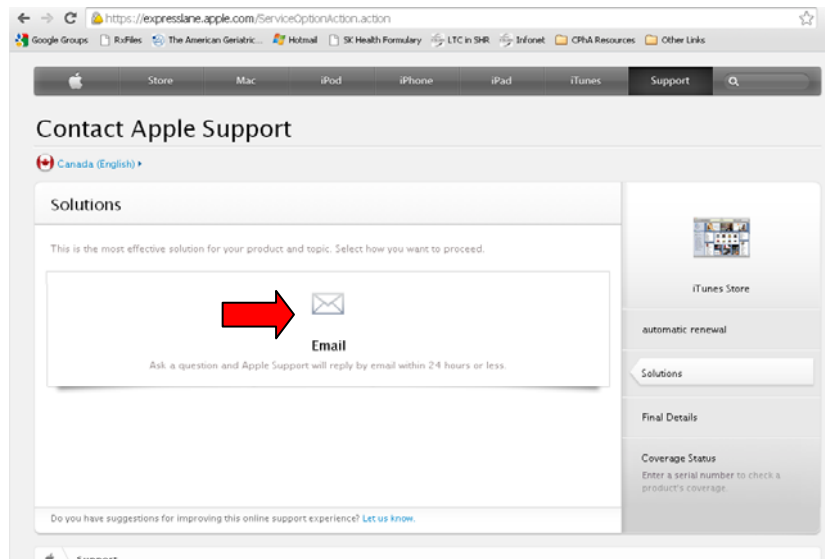
1. Go to <https://expresslane.apple.com/GetproductgroupList.action> or expresslane.apple.com
2. Click on “iTunes” in the ‘All Products & Services’ Section. Then click on “iTunes Store”



3. On the next page, select “Connecting & Downloading”. Click on “topic not listed”. A text box should then appear. Type into the text box what you concern is, for example: ‘app was automatically renewed without notification’, or ‘App reverted back to trial version despite renewal’. Then click “Enter”. A blue box that says “Continue” will appear, click on it.



4. The next screen will allow you to e-mail support. Click on the envelope symbol.



5. Fill in the required information. Explain your problem using as much detail as possible. You will hear back from Apple via e-mail within a day.

A screenshot of the Apple Support website showing the 'Email' form. The browser address bar shows 'ps://expresslane.apple.com/ServiceOptionAction.action'. The navigation bar includes 'Store', 'Mac', 'iPod', 'iPhone', 'iPad', 'iTunes', and 'Support'. The main heading is 'Contact Apple Support'. Below it, there's a language selector for 'Canada (English)'. The 'Email' section is active, displaying the text: 'Ask a question and Apple Support will reply by email within 24 hours or less.' The form includes input fields for 'First Name', 'Last Name', 'Email Address', and 'Apple ID (Optional)'. There is a dropdown menu for 'Choose the iTunes Store or App Store for your country:' with 'Select' chosen. Below that are input fields for 'Item title:' and 'Order number:'. A link 'How do I find my order number?' is present. A text area for 'Briefly provide any other details you think we need to know:' is labeled 'Details (optional)'. A blue 'Continue' button is at the bottom.