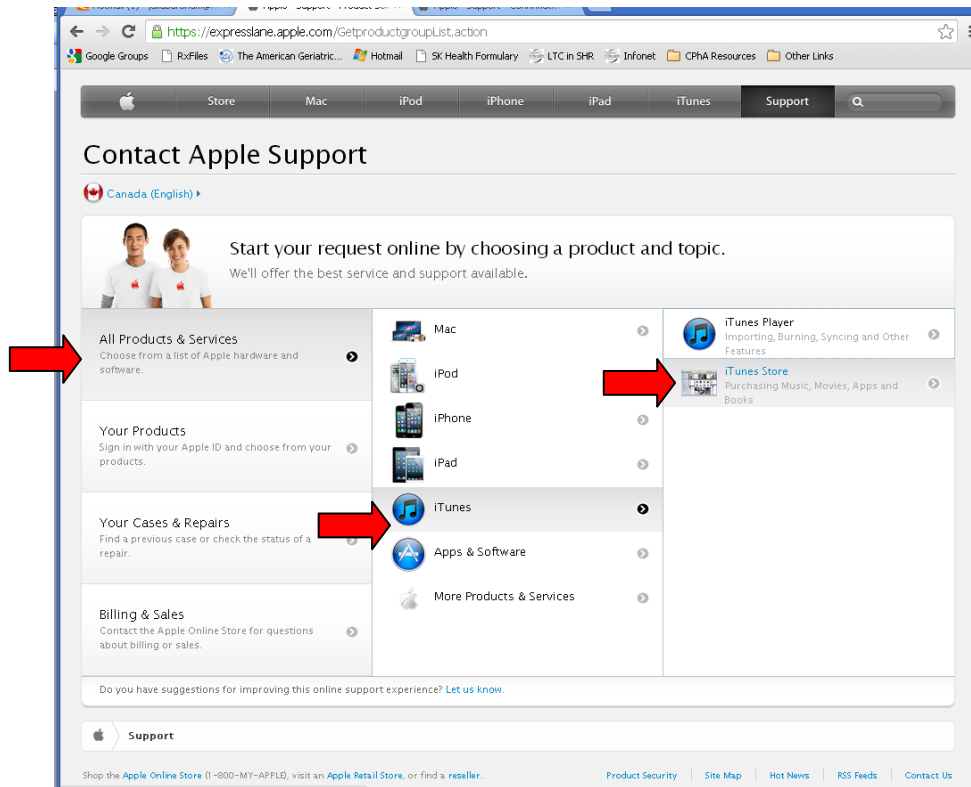
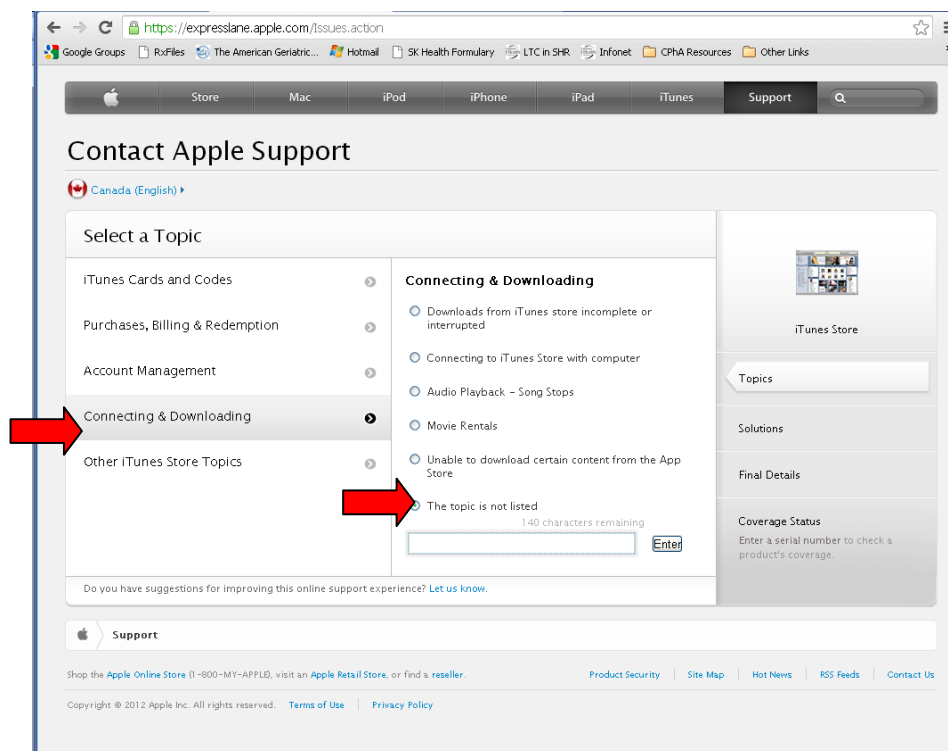


To request a refund for the RxFiles App – automatic renewal

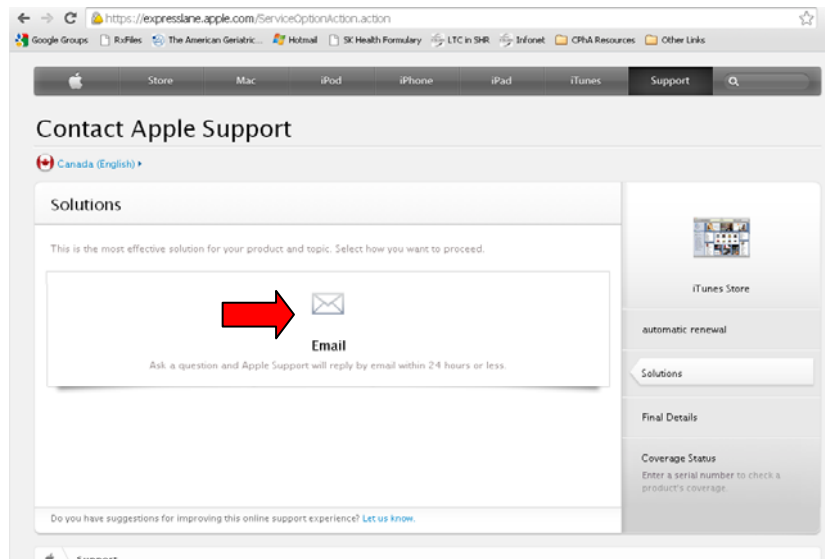
1. Go to <https://expresslane.apple.com/GetproductgroupList.action> or expresslane.apple.com
2. Click on “iTunes” in the ‘All Products & Services’ Section. Then click on “iTunes Store”



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.

