

# Online bill payment refund policy

Refund requests should be submitted to Dr. Citrano's office.

**Our office is available:**

Monday through Thursday: 7:30 am - 3:30 pm  
(409) 835-9846

If no money is owed on other accounts, refunds will be issued within 3 days of receipt of your request. Refunds will be issued through a check delivered via US Mail or can be picked up in the office. If money is owed on other accounts, the refund will be credited towards the oldest outstanding balance.