

# Refunds and Cancellation Policy

## Product Returns and Refunds

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging and must be undamaged upon receipt at our premises. We cannot take responsibility for any damages caused during the return shipping process.

Several types of goods are exempt from being returned. Any items that have a limited shelf life cannot be returned for a refund/exchange. Any items that are sanitary or hygiene nature, certain healthcare and personal care items cannot be returned/exchanged. Any gift cards as well as downloadable software/digital goods cannot be returned/refunded as well.

We offer the refunds only to our customers who bought the goods directly from us and for whom we can corroborate the proof of purchase in our systems. We cannot offer returns/refunds/exchanges to anyone who brought the product subsequently from our customers.

To complete your return, we require a receipt or proof of purchase.

## Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 60 days of such approval notice being sent out.

If we reject your refund request for any reason, you can request for the returned item to be shipped back to you again, but we reserve the right to charge a handling and processing fee in that case and will also require you to pay the actual shipping costs for shipping it to you.

## Refunds on Subscription plans or consultation charges

We do not entertain any requests for refunds on our healthcare subscription plans. This is irrespective of if you have used any of the services after subscribing for the service or otherwise. There is also no policy of offering prorated refunds based on time elapsed for any subscription plans (weekly, monthly or yearly plans or any other duration plans that may be offered from time to time).

For any consultation charges paid, there is no refund possible after the consultation session has happened. But before the appointed consultation time, if given sufficient notice for cancellation

of the appointment, we will refund any consultation charges paid ahead of time. But, note that, if you do not notify us at least 2 hrs before the scheduled appointment time and/or not be available for the consult during the appointment time, then you forfeit any rights to request a refund of the consultation fee. Depending on the reasons for such a no-show/no-availability by the customer for a pre-arranged appointment, our customer service team can, depending on the reasons for such an occurrence and at their discretion offer the rescheduling of the appointment again at no charge for the customer. But, this is extended at the sole discretion of the company and cannot be extended more than once for an appointment in any case.

## Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [support@ApnaClinic.com](mailto:support@ApnaClinic.com).

## Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

## Exchanges (if applicable)

We only replace items if they are defective or damaged upon arrival at your location. If you need to exchange it for the same item, send us an email at [support@ApnaClinic.com](mailto:support@ApnaClinic.com) and send your item to the return address as instructed by our support personnel at that time.

## Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

## Shipping

To return your product, you should mail your product to the address that is intimated to you by our customer service agents along with your return authorization. Please do not return any products without checking with our customer service ([support@ApnaClinic.com](mailto:support@ApnaClinic.com)) and obtaining a return authorization approval.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over Rs 1000, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item and we are not responsible for any loss or damage of items in transit while you are shipping it back.

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