

## **KNACKSUN REFUND, CANCELLATION and RETURN POLICY**

Knacksun Alliances Private Limited (“cliniconclick.com”) team provide Telemedicine process facilities like accepting request for patient registration, appointment with doctors and health professionals, its execution in virtual mode i.e. online consultation, post coordination with patient or his caretaker as per guidelines.

### **Refund & Cancellation Policy:**

(a) On cancellation of appointment or non-confirmation of the same by **cliniconclick.com** having valid reasons, three options are available to the customer:

- He may opt for rescheduling the appointment with the specialist doctors/health professionals or
- He may demand his advance deposit or
- This amount may be credited to his / her account with us and be adjusted for future consultations as he deems fit.

(b) In case of online consultation, a customer will be eligible to raise a request for Refund only in case the consultation query is not replied within specified timeline.

The customer is required to raise the Refund request with KnackSun customer care within 48 (forty-eight) hours from the time of submission of query or receiving of response. The request for the Refund will be validated by KnackSun customer care team.

In case of valid Refund, the same will be done by crediting the bank account of the customer. Refund process shall be completed within 30 (thirty) days from the date of submission of the request for Refund.

(c) On cancellation of appointment by customer without prior information or not attending the fixed appointment, he shall **not be entitled to any refund**.

(d) In case the consumer’s credit card/debit card/payment account has been accidentally overcharged, please notify **cliniconclick.com** of the same at the earliest. In case of over-charging, the consumer has the following options:

- He may claim a refund of the outstanding amount. In such a scenario, **cliniconclick.com** shall make all endeavours to refund the amount within 25-30 working days.
- The outstanding amount may also be credited to the account of the consumer so as to be adjusted in future consultations of himself or of any other person.

(e) The refund shall be made by e-banking or by demand draft or by other such mode other than cash, depending upon the suitability of both, cliniconclick.com and the consumer.

(f) KnackSun also reserves the right to cancel any service orders that classify and determined by Knacksun as per below mentioned criteria, which may not be exhaustive, viz:

- Incomplete information given by patient or his/ her caretaker.
- The criteria for teleconsultation request not fulfilled as per guidelines.
- Any malpractice used to book the appointment.

(g) For claiming refund, the consumer should necessarily have the valid invoice of the investigations, so as to be able to get the refund.