

Terms & Condition

Welcome to the portal www.cliniconclick.com (the "Website"). The content of the Website pertains to **Knacksun /cliniconclick.com** which is the property of Knacksun Alliances Private Limited ("**Knacksun**", "**Knacksun**", the "**Company**", "**we**" or "**us**"), having its registered office at UB-04, Vinayak Triveni Tower, PD Tandon Road, Civil Lines, Prayagraj, UP 211001. **Knacksun /cliniconclick.com**, amongst other services, facilitates in **finding and comparing prospective** doctors and health care providers in identified locations ("Service") and this Service is provided only in good faith. The Services of **Knacksun /cliniconclick.com** are essentially provided to bridge the information gap between patients and doctors.

We request you to carefully go through these terms of use ("**Terms of Use**") before you decide to avail the Services of **Knacksun /cliniconclick.com**. By registering with the Company to avail our Services, you irrevocably accept all the obligations stipulated in these Terms of Use and agree to abide by them. Accessing the Website through any medium, including **but not limited to** mobile phones, smart phones and tablets, are also subjected to these Terms of Use. These Terms of Use supersede all previous oral and written terms and conditions (if any) communicated to you. By using this Website, you signify your agreement to these Terms of Use as well as the Website's www.cliniconclick.com (which is hereby incorporated by reference herein).

We reserve the right to modify or terminate any portion of the Website or the Services offered by the Company for any reason, without notice and without liability to you or any third party. To make sure you are aware of any changes, please review these Terms of Use periodically.

The Website should not be used in cases of medical emergencies and **Knacksun /cliniconclick.com does not, and should** not be considered in any form to be a substitute for a doctor or a hospital. **We encourage you to independently verify any information you see on the Website with respect to a doctor or healthcare provider that you seek to make an appointment with.**

1. Registration: If you wish to schedule an appointment with a doctor or conduct a transaction on the Website, you will have to register on the Website and become a registered

user ("**cliniconclick.com** User") prior to the completion of any transaction on the Website. To register into the Website, a user will have to provide information such as his/her name, email address and phone number and create a username and password. **You understand that Knacksun /cliniconclick.com** may introduce a fee for registration on the Website ("Registration Fees"). Registration Fees, if and when introduced shall be non-refundable. **Knacksun / cliniconclick.com** may introduce special features which may be made available to **cliniconclick.com** Users who pay Registration Fees. Registration is only a one time process and if the **cliniconclick.com** User has been previously registered, she/he shall login/sign into his/her account using the same credentials as provided during the registration process. We request you to please safeguard your password to your account on the Website and make sure that others do not have access to it. It is your responsibility to keep your account information safe and current. A **cliniconclick.com** User may wish to schedule an appointment through his/her account for his/her family members and friends. While a **cliniconclick.com** User will be able to do this, please note that such **cliniconclick.com** User will be solely responsible for any activity that is undertaken through his/her account on behalf of his/her family members and friends.

2. Interaction on the Website: You understand and agree that any interactions and associated issues with the doctors on the Website including but not limited to the medical outcomes and service issues, is strictly between you and the doctors. You shall not hold **cliniconclick.com** responsible for any such interactions and associated issues. **Cliniconclick.com** is not involved in providing any healthcare or medical advice or diagnosis and hence is not responsible for any outcome between you and the doctor you interact with. If you decide to engage with a doctor to provide medical services to you, you do so at your own risk. The results of any search you perform on the Website for doctors, should not be construed as endorsement by this Website of any such particular doctor. Similarly, provision of access to any healthcare professional or doctor on the basis of your specific request, should also not be construed as endorsement by this Website of any such particular doctor. **Cliniconclick.com** shall not be responsible for any breach of service or service deficiency by any doctor or healthcare provider. We cannot assure that all transactions will be completed nor do we guarantee the ability or intent of doctors or other health care providers to fulfil their obligations in any transaction. We advise you to perform your own investigation prior to selecting a doctor or a health care provider.

3. Third Party Services: You understand that third party services may be made available by the Company on the Website. For example, you may be able to find or **book** an ambulance or schedule a home visit by a doctor through the Website. Please note that in the event you choose to avail any such third party services that are made available on the Website, you will be absolutely and solely responsible for your interactions with such third party service providers. **Cliniconclick.com** shall not be held responsible for any lapses, shortcomings or deficiency of services by such third-party service providers to you. **Cliniconclick.com** hereby does not endorse the services of any third-party service providers that are made available on the Website.

4. Information Uploaded by You on the Website: You understand that you may have the option of uploading your health / medical information on the Website in order to enable your doctor access your previous medical history. While **cliniconclick.com** takes utmost care with respect to the security of the information you decide to upload, you understand that any information that you disclose on the Website is at your own risk. By uploading / sharing / disclosing your medical information on the Website, you hereby give your consent to **cliniconclick.com** to store such health / medical information on **cliniconclick.com** servers. **Cliniconclick.com** will retain such medical / health information you upload on the Website for as long as it is needed to fulfil the service you seek to avail on the Website. If you delete your account, **cliniconclick.com** will delete such medical / health information. But please note: (1) there might be some **latency** in deleting this information from our servers and backup storage; and (2) we may retain this information if necessary, to comply with our legal obligations, resolve disputes, or enforce our agreements.

5. Sharing of Information uploaded by You on the Website: Unless you specifically consent to share information, medical or otherwise, with either doctors or third party service providers, **cliniconclick.com** does not share such information that you upload on the Website. While **cliniconclick.com** takes utmost care with respect to the security of the information you decide to share, you understand that any information that you disclose on the Website is at your own risk. **In the event you do not trust cliniconclick.com with such information, please do not share such information on the Website.**

While **cliniconclick.com** endeavors to protect any information uploaded or shared by you on the Website, you understand that **cliniconclick.com** shall not be held liable or responsible for the loss or damage to such information on the Website. It is your responsibility to ensure that you have all your information, medical or otherwise, stored on

your hard drive. **You hereby agree not to use the Website as a “data room” to store your medical / health records.**

6. SMS Messages Received from the Website: You understand that once you register as a **cliniiconclick.com** User on the Website, you will receive SMS messages from **cliniiconclick.com** on your registered mobile number. These messages could relate to your registration, transactions that you carry out through the Website and promotions that are undertaken by **cliniiconclick.com**. Please note that **cliniiconclick.com** will send these SMS messages only to the registered mobile number or such other number that you may designate for any particular transaction. It is your responsibility to ensure that you provide the correct number for the transaction you wish to enter. Further, **cliniiconclick.com** may also send notifications and reminders to you with respect to appointments scheduled by you for the Services that you have subscribed to on the Website. Please note that while **cliniiconclick.com** endeavors to provide these notifications and reminders to you promptly, **cliniiconclick.com** does not provide any guarantee and shall not be held liable or responsible for the failure to send such notifications or reminders to you. It is your responsibility to ensure that you attend any appointments that you may schedule with a doctor or a health care provider through the Website.

7. Collection of consultation fees: You understand that **cliniiconclick.com** provides various Services with respect to the System. While some of these Services are provided for free, there are certain Services for which costs will be incurred by you, if you decide to avail such Services ("Paid Services"). In that case, **cliniiconclick.com** may provide billing services on behalf of the doctor or health care professional. Should you wish to avail those Paid Services, you acknowledge that **cliniiconclick.com** will collect the payment for such Paid Services for and on behalf of the doctor or healthcare professional providing such clinical services. You acknowledge and confirm that **cliniiconclick.com** shall not be liable for the treatment or be treated as the health care provider on account of such collection of the payments or for provision of such Paid Services, for any reason whatsoever.

8. Clinical Support Information: We may provide information to assist you in clinical decision-making. This may include information and reminders concerning drug interactions, allergies, dosages, as well as general health-care related information and resources. The information and materials available through the Website are for informational and educational purposes only and are not intended to constitute professional advice, diagnosis or treatment, or to substitute for your professional judgment. Information that may be

placed on the Website by third parties are beyond our control. We are not responsible for the accuracy or completeness of information available from or through our Website. You assume full risk and responsibility for the use of information you obtain from or through this site, and you agree that **cliconclick.com** is not responsible or liable for any claim, loss, or liability arising from the use of the information. We do not recommend or endorse any provider of healthcare or health-related products, items or services, and the appearance of materials on the Website relating to any such products, items or services is not an endorsement or recommendation of them. You agree to review the definitions, functionality, and limitations of the Services, and to make an independent determination of their suitability for your use.

9. Selecting your Doctor or HealthCare Provider on the Website: The Website allows you to select and schedule appointments with doctors and health care providers registered with the Website and to whom certain specific terms and conditions apply. These terms and conditions can be accessed on **www.cliconclick.com**. While choosing your doctor or healthcare provider on the Website, you understand and accept that:

(a) You are ultimately responsible for choosing your own doctor or healthcare provider and **cliconclick.com** shall not be held responsible or liable for the selection of such doctor or healthcare provider; and

(b) **cliconclick.com** will provide you with lists and/or profile previews of doctors and health care providers who may be suitable to deliver the health care that you are seeking based on information that you provide to **cliconclick.com** (such as area of specialty and geographical location). For certain specific Services, **cliconclick.com** may choose a doctor or healthcare provider on your behalf based on the nature of services you request and, on the doctor, or healthcare professional available to provide you with the clinical services for the same. Please note that **cliconclick.com** (i) does not recommend or endorse any doctors or health care providers mentioned on the Website; and (ii) does not make any representations or warranties with respect to these doctors or health care providers or the quality of the healthcare services they may provide. **Cliconclick.com** shall not be liable for any reason whatsoever for the services provided by the health care professional or doctor, and we bear no liability for the consequences to you, of your use of the System or Services.

(c) Information regarding doctors and health care providers and practice information found on the Website is intended for general reference purposes only. Such information found on the Website is mainly self-reported by the doctor or the health care provider. Such information often changes frequently and may become out of date or inaccurate. Neither the Website nor **cliconclick.com** provides any advice or qualification certification about any particular doctor or healthcare provider. **You are encouraged to independently verify any such information you see on the Website with respect to a doctor or healthcare provider that you seek to make an appointment with.**

10. No Doctor - Patient Relationship: Please note that some of the content, text, data, graphics, images, information, suggestions, guidance, and other material (collectively, "Information") that may be available on the Website (including information provided in direct response to your questions or postings) may be provided by individuals in the medical profession. The provision of such Information does not create a licensed medical professional/patient relationship, between **cliconclick.com and you**, and does not constitute an opinion, medical advice, or diagnosis or treatment of any particular condition, but is only provided to assist you with locating appropriate medical care from a qualified practitioner. We make no guarantees, representations or warranties, whether expressed or implied, with respect to professional qualifications, quality of work, expertise or other information provided on the website. We do not in any way endorse any individual described herein. In no event shall we be liable to you or anyone else for any decision made or action taken by you in reliance on such information.

11. No Medical Advice Provided: Please note that we do not recommend or endorse any doctors, health care providers, procedures, opinions, or other Information that may appear on the Website. If you rely on any of the Information provided by the Site, you do so solely at your own risk. The Information that you obtain or receive from **cliconclick.com**, and its employees, contractors, partners, sponsors, advertisers, licensors or otherwise on the Website is for informational and scheduling purposes only. All medically related information comes from independent health care professionals and organizations which are registered with **cliconclick.com** and to whom certain specific terms and conditions apply. Users are expected to not to disregard, avoid or delay obtaining medical advice from a qualified healthcare professional because of advice that he/she may have obtained through the Website. Use of Information provided on the Website is solely at their

own risk. Nothing stated or posted on the Website or available through any Services is intended to be taken as the practice of medicine or the provision of medical care.

12. Termination: The Company reserves the right, in the event you breach these Terms of Use stipulated herein, to suspend and/or terminate your access to the Website with or without your notice. Any suspected illegal, fraudulent or abusive activity may be grounds for terminating your access to the Website. Upon suspension or termination, your right to procure the Services on the Website shall immediately cease and the Company reserves the right to remove or delete your information that is available with the Company, including but not limited to login and account information.

13. Limitation of Liability: You expressly understand that under no circumstances, including, but not limited to, negligence, shall the Company be liable to you or any other person or entity for any direct, indirect, incidental, special, remote or consequential damages including, but not limited to damages for loss of profits, goodwill, use, data or other intangible losses, resulting from circumstances, including but not limited to: The use or the inability to use the Website and / or Services; or The cost of procurement of substitute goods and services resulting from any data, information or services purchased or obtained through the Website and/or Services The cost of procurement of substitute goods and services resulting from any messages received or transactions entered into through the Website and / or Services; or Unauthorized access to or alteration of your transmissions or data; or Any other matter relating to the Website and / or services.

To the fullest extent permitted by law, in no event will the Company or its affiliates be liable for any direct, indirect, special, incidental, punitive, exemplary or consequential damages, whether or not the Company has been warned of the possibility of such damages. Notwithstanding anything to the contrary in these Terms of Use, the Company's liability under these Terms of Use shall in no event exceed the Service fee amounts collected from you by **clinionclick.com**, but excluding any amounts collected by it for and on behalf of the doctor or health care professional as a collection agent, for the provision of any clinical service by such professional.

14. By Using This Website You Represent And Warrant That:

(a) You are 18 years of age or older and that your use of the Website shall not violate any applicable law or regulation;

(b) All registration information you submit is truthful and accurate and that you agree to maintain the accuracy of such information;

(c) Your registration on the Website is solely for your personal and non-commercial use. Any use of this Website or its content other than for personal purposes is prohibited.

(d) Your personal and non-commercial use of this Website shall be subjected to the following restrictions:

1. You may not modify any content of the Website;
2. You may not decompile, reverse engineer, or disassemble the content;
3. You may not remove any copyright, trademark registration, or other proprietary notices from the Website. You further agree not to access or use this Website in any manner that may be harmful to the operation of this Website or its content.

(e) You will not:

1. Use the Service available on the Website for commercial purposes of any kind; or
2. Use the Website and/or services in any way that is unlawful, or harms the Company or any other person or entity, as determined in the Company's sole discretion.
3. You will not post, submit, upload, distribute, or otherwise transmit or make available any software or other computer files that contain a virus or other harmful component.

(f) You will not impair or damage the Website and / or Services or any connected network, or otherwise interfere with any person or entity's use or enjoyment of the Website and/or the Services.

(g) You will not engage in any form of antisocial, disrupting, or destructive acts, including "flaming", "spamming", "flooding", "trolling", "phishing" and "griefing" etc. as those terms are commonly understood and used on the Internet.

(h) You will not delete or modify any content of the Website and/or Services, including but not limited to, legal notices, disclaimers or proprietary notices such as copyright or trademark symbols, logos, that you do not own or have express permission to modify.

(i) The Company cannot and will not assure you that other **cliconclick.com** Users are or will be complying with the foregoing rules or any other provisions of these Terms of Use,

and, as between you and the Company, you hereby assume all risk of harm or injury resulting from any such lack of compliance.

(j) All information, content and material contained in the Website and/or Services are the Company's intellectual property. All trademarks, services marks, trade names, and trade dress are proprietary to the Company. No information, content or material from the Website and / or Services may be copied, reproduced, republished, uploaded, posted, transmitted or distributed in any way without the Company's express written permission.

(k) You acknowledge that when you access a link that leaves the Website, the site you will enter into is not controlled by the Company and different terms of use and privacy policies may apply. By accessing links to other sites, you acknowledge that the Company is not responsible for those sites. The Company reserves the right to disable links from third-party sites to the Website, although the Company is under no obligation to do so.

(l) You expressly understand and agree that:

The information, content and materials on this Website and/or Services are provided on an "as is" and "as available" basis. The Company and all its subsidiaries, affiliates, officers, employees, agents, partners and licensors disclaim all warranties of any kind, either express or implied, including but not limited to, implied warranties of merchantability, fitness for a particular purpose and non-infringement.

(m) The Company does not warrant that the functions contained in content, information and materials on the Website and / or Services, including, without limitation any third party sites or services linked to the Website and / or services will be uninterrupted, timely or error-free, that the defects will be rectified, or that the Website or the servers that make such content, information and materials available are free of viruses or other harmful components.

(n) Any material downloaded or otherwise obtained through the Website and / or Services are accessed at your own risk, and you will be solely responsible for any damage or loss of data that results from such download to your computer system.

(o) You hereby indemnify, defend, and hold the Company, the Company's distributors, agents, representatives and other authorized users, and each of the foregoing entities' respective resellers, distributors, service providers and suppliers, and all of the foregoing

entities' respective officers, directors, owners, employees, agents, representatives, harmless from and against any and all losses, damages, liabilities and costs arising from your use of the Website.

15. OWNERSHIP OF THE CONTENT AND COPYRIGHT

1. All the content listed on the website are: (i) user generated content (ii) belongs to clinic on click. The information collected by clinic on click directly or indirectly from the users and the doctors shall belong to clinic on click. Copying of the copyrighted content, published by the website clinic on click, for any commercial purpose or for the purpose of earning profit will be violation of copyright and clinic on click reserves its rights under applicable law accordingly.

2. Clinic on click gives the authority to its users to view and access the content available on/from website solely for communicating, ordering, receiving only as per this agreement. All the contents* of the website are protected under copyright...

Note:* 'Content' consists of contents of the website, information, graphics, text, images, logos, button icons, software code, design, and the collection, arrangement and assembly of the content on the website (collectively, " clinic on click content ")

16. Applicable Law: The interpretation of this Agreement and the resolution of any disputes arising under these Terms of Use shall be governed by the laws of India. If any action or other proceeding is brought on or in connection with this Agreement, **the venue** of such action shall be exclusively at Allahabad, India.

17. Arbitration: Any dispute, claim or controversy arising out of or relating to this notice or the breach, termination, enforcement, interpretation or validity thereof, including the determination of the scope or applicability of these Terms of Use to arbitrate, or to your use of the Website or the Services or information to which it gives access, shall be determined by arbitration in India, before a single arbitrator. Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996. The venue of such arbitration shall be Allahabad, India. All proceedings of such arbitration, including, without limitation, any awards, shall be in the English language. The award shall be final and binding on the Parties. The Parties shall have the right to apply to a court of competent jurisdiction to obtain interim injunctive relief in respect of any dispute, pending resolution of such dispute in accordance with Clause 11(a).

18. Severability: If any provision of these Terms of Use is held by a court of competent jurisdiction or arbitral tribunal to be unenforceable under applicable law, then such provision shall be excluded from these Terms of Use. However, the remainder of these Terms

of Use shall be interpreted as if such provision were so excluded and shall be enforceable in accordance with its terms; provided however that, in such event these Terms of Use shall be interpreted so as to give effect, to the greatest extent consistent with and permitted by applicable law.

19. Notices: All notices and other communications required or permitted hereunder to be given to a Party shall be in writing, in the English language, and shall be sent by facsimile, e-mail, or mailed by prepaid internationally-recognized courier, or otherwise delivered by hand or by messenger, addressed to such Party's address as set forth below or at such other address as the Party shall have furnished to the other Party in writing in accordance with this provision: Knacksun Alliances Private Limited UB-04, PD Tandon Road, Civil Lines, Prayagraj, UP, 211001. contact@knacksun.com

20. Waiver: No term of these Terms of Use shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of a breach by the other, whether expressed or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

21. REFUND, CANCELLATION and RETURN POLICY

(a) On cancellation of appointment or non-confirmation of the same by **clinionclick.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.

22. Complete Understanding: These Terms of Use contain the entire understanding of the Parties, and there are no other written or oral understandings or promises between the Parties with respect to the subject matter of these Terms of Use other than those contained or referenced in these Terms of Use.

23. Advice of Counsel: Each Party acknowledges:

(a) Having fully read these Terms of Use in its entirety;

(b) Having had full opportunity to study and review these Terms of Use;

(c) Having been advised that counsel for us has acted solely on our behalf in connection with the negotiation, preparation, and execution of these Terms of Use;

(d) Having been advised that all parties have the right to consult and should consult independent counsel respecting their rights and duties under these Terms of Use;

(e) Having had access to all such information as has been requested.

You have read these Terms of Use and agree to all of the provisions contained above.