

# Refund Policy

The prices mentioned with respect to the medicines/drugs are for indicative purposes:

1. In case of a 'Patient-No-Show (P.N.S)', where the User does not show-up at the concerned Practitioner's clinic or at the online consultation platform:
  - a. User's account will be temporarily disabled from booking further online appointments on [www.conferkare.com](http://www.conferkare.com) for next one (1) month, in case of, two (2) Valid PNS. However, the User can continue to call the clinic via [www.conferkare.com](http://www.conferkare.com) to get an appointment.
  - b. Patient- No-Show (P.N.S) for the purposes of these Terms and Conditions, is defined as, any instance where a User, who booked an appointment on the Website or platform using the Book Appointment facility, has not turned up for the appointment without cancelling, rescheduling, or informing the Practitioner in advance about the same. When Practitioner informs the company or website of the incident or marks a particular appointment as P.N.S. using the ConferKare software or ConferClinic within seven (7) days of the scheduled appointment, an email and SMS will be sent to the User to confirm on the incident with reasons. Where the User is not able to establish that the User had a legitimate reason as per Clause XI 1(c), for not showing up, the company or website shall be entitled to take actions as under Clause XI 1(a). However, Users understand that, actions such as ones mentioned under Clause XI 1(a) are included as a deterrent to stop Users from misusing the Website or platform, and the loss of business hours incurred by the Practitioner.
  - c. Following instances, solely at the discretion of the company or website, would be construed as valid cases of PNS ("Valid PNS"), in which case the User shall be penalized as per Clause XI 1(a): -

In case User responds to the PNS Communication with below reasons:

- i. Forgot the appointment
- ii. Chose to visit another Practitioner/consulted online;
- iii. Busy with other work; or such other reasons (which the company or website at its discretion decides to be a valid reason to not show up).

- Where the User has booked a paid appointment and is unable to visit or e-consult the Practitioner, due to such genuine reasons of sickness etc. at the sole discretion of the company or website, pursuant to conducting of investigation, the User shall be provided with a refund of such payment made by User, at the 16 time of booking. However, where cancellation charges have been levied, you would not be entitled to complete refund.

- d. The company or website reserves the right to make the final decision in case of a conflict. The total collective liability of the company or website with respect to any claims made herein shall be INR 200.
2. In the event that, the Practitioner with whom User has booked a paid appointment via the Website, has not been able to meet the User, User will need to write to us at [support@simpleekare.com](mailto:support@simpleekare.com) within five (5) days from the occurrence of such event; in which case, the entire consultation amount as mentioned on the Website will be refunded to the User within the next five Seven (7) to Ten (10) business days in the original mode of payment done by the User while booking. In case where the User, does not show up for the appointment booked with a Practitioner, without cancelling the appointment beforehand, the amount will not be refunded, and treated as under Clause XI (1). However, where cancellation charges have been levied (as charged by the Practitioner/Practice), you would not be entitled to complete refund even if you have cancelled beforehand.
3. Users will not be entitled for any refunds in cases where, the Practitioner is unable to meet the User at the exact time of the scheduled appointment time and the User is required to wait, irrespective of the fact whether the User is required to wait or choose to not obtain the medical services from the said Practitioner.