

CANCELLATION AND REFUND POLICY

Cancellation and Refund Policy was last updated: 16th Dec 2015

This cancellation and refund policy (“**Cancellation and Refund Policy**” or “**Policy**”) of the Website between GenieDoc Technologies Private Limited (“**GenieDoc**” or “**Company**”) and the users/registrants of the Website (“**You**” or “**Your**” or “**Yourself**” or “**User**”) describe the terms on which GenieDoc offers You access to the Website and the Services through the Website.

By (i) using this Website or any facility or Service provided by this Website in any way; or (ii) merely browsing the Website, You agree that You have read, understood and agreed to be bound by this Cancellation and Refund Policy and/or other Additional Terms on the Website.

Note: The Cancellation and Refund Policy shall be read as part and parcel of the Terms and Conditions, Terms of Use and/or Additional Terms, and the terms mentioned therein would continue to have the same meaning in this Cancellation and Refund Policy.

1. GENERAL

- 1.1. The Client may cancel an Appointment, for which the Convenience Charges and Consultation Fees have been duly paid and Appointment confirmed, by opting for the ‘Cancel Appointment’ option available on the Website. The Appointment shall stand cancelled upon confirmation of such cancellation by GenieDoc.
- 1.2. The time of cancellation of the Appointment (“**Cancellation Time**”) would be the actual service time at the time of action completion in the GenieDoc system.
- 1.3. The Client shall not cancel any Appointment in any manner contrary to the Terms and Conditions and/or Additional Terms.
- 1.4. For refund claims in events other than cancellation by the Client, the Client shall raise a claim request with the customer support team in a manner prescribed in the Terms and Conditions.
- 1.5. The Client shall not be entitled to any refund of the Consultation Fees and/or Convenience Charges other than in the manner stipulated in this Policy.
- 1.6. Any refund claim made by the Client shall be subject to internal review by GenieDoc and shall be made to the Client, if eligible, within 10 (ten) business days from such cancellation/claim.

2. CANCELLATION AND REFUND

2.1. In the event the cancellation made and refund claim raised by the Client is valid, is in accordance with this Policy and satisfies the terms of the internal company policies, GenieDoc may refund the Consultation Fees and/or the Convenience Charges in the manner provided in this clause:-

2.1.1. The Client shall be entitled to a 100% refund of the Consultation Fees but not Convenience Charges in the following events

- a) In the event of cancellation of an Appointment by the Client, if the Cancellation Time is within 48 (forty eight) hours from the time of booking of the Appointment as recorded and confirmed by the GenieDoc and is more than or equal to 1 (one) hour before the commencement time of the Appointment; or
- b) If the Provider fails to provide a Prescription in accordance with the Terms and Conditions.

2.1.2. The Client shall be entitled to a 100% refund of the Consultation Fees and 100% Convenience Charges in the following events-

- a) In the event the Client has been logged in and is available for the entire period of Appointment whereas the Provider has not logged in during such period of the Appointment; or
- b) In the event the Provider cancels the Appointment; or
- c) In the event the Provider proposes a re-schedule time for Appointment and the Client rejects the proposed time.

2.1.3. The Client shall be entitled to refund of Consultation Fees after deduction of the payment gateway charges as decided by the payment gateway from time to time in the following events:-

- a) In the event of cancellation of an Appointment by the Client, if the Cancellation time is beyond 48 hours from the time of booking of the Appointment as recorded and confirmed by GenieDoc and is more than or equal to 1 (one) hour before the commencement time of the Appointment.

3. RESCHEDULING

3.1.1. In the event a Session is unsuccessful after commencement due to network problem or any other technical complaint, the Client shall inform the customer support team within 15 (fifteen) minutes from the time of Session. GenieDoc shall internally review the issue after consulting the Provider and Client and reschedule the Appointment or process refund of any payments made for such Appointment based on the merits of the claim.