

CANCELLATION, RETURNS AND REFUND POLICY

A	CANCELLATION POLICY
1	How can I cancel an order?
1.1	<p>Medicines and Healthcare Products</p> <p>An order for medicines or healthcare products can be cancelled from the ‘Order Details’ screen on the Clinohalthinnovation website/ app (‘Mo Ambulance’) or by calling our customer care number 18002572115 before it is marked as “Out for Delivery”.</p>
1.2	<p>Diagnostics /Lab Test</p> <p>A diagnostic/ lab test can be cancelled anytime unless before ‘Sample Collected’ by the third-party phlebotomist. Else, you can refuse sample pick up at the collection location and a refund will be processed as per the Refund Policy.</p>
1.3	<p>Home Care Services (Nursing etc.)</p> <p>There is no cancellation in home care services once we provide the health care services at home. It will be cancelled on prior notice with justification if it is cancelled against the Order.</p>
1.4	<p>Ambulance service</p> <p>1.4.1. You agree and acknowledge that You may cancel Your request for a Vehicle from a Driver at any point of time subject to a Cancellation Fee as explained below: In Mo Basic/Mo Advance/Car/Auto/Bike, Cancellation Fee will be charged</p> <p>1.4.2. You shall be notified of the applicable Cancellation Fee in advance whenever You attempt to cancel a booking/service request. The notification shall be on the Application.</p>
B	RETURN POLICY
1	What is the time period for return of orders
1.1	<p>Medicine Orders</p> <p>1.1.1. We have product specific return policy. Once the Medicine is delivered, it will be refund any more.</p>
1.2	<p>Healthcare Products</p> <p>1.2.1. All the healthcare products ordered from the Platform can be returned within 2 days from the date of delivery.</p>
2	Which Products are not eligible for Returns?
2.1	<p>Products Not Eligible for Return-</p> <p>2.1.1. As per terms offered by all the sellers on the Platform, the products shall not be eligible for a return under the following circumstances-</p>
2.2	<p>If the item has been opened, partially used or disfigured. The user is strongly advised to check the package carefully at the time of acceptance of products by the user from the user’s delivery agent;</p> <p>2.2.1. If the product has been tampered with;</p> <p>2.2.2. If the product packaging and/or packaging box and/or packaging seal has been tampered with.</p> <p>2.2.3. If it is mentioned on the product detail page that the product is non-returnable;</p>

	<p>2.2.4.Any accessories/freebies supplied with the product are missing;</p> <p>2.2.5.If the product does not have serial number / UPC number/ barcode affixed, which was present at the time of acceptance of products by the user from the user’s delivery agent;</p> <p>2.2.6.Any damage/defect which is not covered under the manufacturer's warranty;</p> <p>2.2.7.The product is without original packing and accessories/freebies;</p> <p>2.2.8.Products related to personal care, baby care, food & nutrition, healthcare devices, covid essential products including but not limited to masks and gloves, sexual wellness products including but not limited to condoms, pregnancy/fertility kits, any other products such as but not limited to diapers, health drinks, health supplements, glucometers, glucometer strips/lancets, health monitors, etc.</p> <p>Additionally, we do not take return of certain items such as sexual wellness products, diapers, etc. However, the Company shall accept return if aforementioned products are defective, deficient or spurious or not of the characteristics or features as advertised or if they are delivered late.</p>
3	How to Return?
3.1.	<p>You can raise a return request within the time frame mentioned above by following these simple steps on the Platform:</p> <ol style="list-style-type: none"> 1. Write the Return Note in the Text Box with Order No.; 2. Submit 3. Our Customer care will call back and do the needful
3.2	You can also place a request for return of any product by calling the customer support at 18002572115
3.3	<p>After your return request is processed, we will pick up the return items as per the following timelines:</p> <ol style="list-style-type: none"> 1. For Local Cities*: Within 24-48 hours from the time of approval of return request. 2. For Other Cities: Between 4-5 business days from the time of approval of return request. Please note that this time period may be longer depending on the third-party courier partners terms.
3.4.	You are also requested to keep a copy of the invoice/ bill from the seller handy for verification.
C	REFUND POLICY
1	When can I expect the amount to be refunded?
1.1.	Please note that the refund amount mentioned at the time of return on the Platform is an estimate and will be finalised after completion of verification. Once the pick-up is completed and the product is verified by the seller, a refund of the total amount paid for the products returned by you will be initiated for eligible returns as mentioned above.
1.2.	<p>Refund will be initiated only post successful verification of the products by the seller. Please note that the verification process may take:</p> <ol style="list-style-type: none"> 1. For Local Cities*: 48 hours from the time of pick up from your location. 2. For Other Cities: 8-10 business days from the date of pick up from your location.