

## Refund Policy (Online Consultation)

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All issues related to refund shall always be between the Patient and the Hospital.

The Hospital will refund the money only through NEFT mode and the patient is fully responsible for the credentials (i.e. Bank Account Number, IFSC Code and Name)

Please note that we shall not be responsible for any delays in credit to the Bank account by the Bank. The patient will provide refund reference number for further communication. Refunds will be processed only for advance booking of appointment for consultation and before start of the service. No refunds / cancellation requests shall be entertained in case of payment against bill.

### How can I get my Refund?

Our refund policies are simple. You can claim refund by any below options:

1. Send us an email to fo\_pb@mahdelhi.org with TRANSACTION ID, REGISTRATION NUMBER, MOBILE NO, PATIENT NAME, ACCOUNT NO, IFSC CODE, and BANK NAME.
2. Make a Refund request from your [www.mahdelhi.org](http://www.mahdelhi.org) account.

### Unethical order & Cancellation Policy

In case of any product purchase is made through unethical means by taking advantage of a technical glitch or by misusing/ the offer terms/guidelines/codes - the particular order/s will be cancelled whatsoever and the Hospital/Organization will not be liable to pay any refund to you in all such cases.

### Refund Cycle:

Any claims shall be made within the 24 hour of the transaction. Complete refund process normally takes about 4-7 working days from the date of confirmation of refund.