

REFUND, CANCELLATION AND RETURN POLICY

- Suspension or cancellation of service arising due to
 - a) User Request (30 minutes before the appointment).
 - b) Health Partner inability to provide service.
 - c) HealthAssure sole discretion
 - d) Any cause beyond control of HealthAssure
- You can cancel your booking by calling our Customer Support helpline on 022-61676633.
- Minimum 30 minutes before appointment time is required to cancel the booking.
- In case of no show, HealthAssure will give 1 more chance to reschedule post which 10% charges will be deducted. Refund will be done for balance amount.
- In case of home visit, if customer denies undertaking the tests post valid booking than Rs 150 will be charged.
- Refund shall be initiated within 48 hours of receiving the request and the payment would be credited within 5-7 working days via the same mode as used while making the booking.
- Refund will be processed through banking channel using NEFT services and the same will be transferred to user bank account.
- User with provide copy of cancelled cheque along with PAN and one ID proof to HealthAssure immediately after the cancellation of services.