

## Refund and Returns Policy for "MedpeR":

Last updated: July 06, 2023

This Refund and Returns Policy governs the terms and conditions for requesting refunds and returns for products or services purchased through the "MedpeR" service. By using the "MedpeR" service and making a purchase, you agree to comply with this policy.

### 1. Refund Policy:

#### 1.1 Eligibility for Refunds:

- To be eligible for a refund, you must have purchased a product or service through the "MedpeR" service and have a valid reason for requesting a refund.
- Refunds will only be considered for products or services that do not meet the specified quality or performance standards.

#### 1.2 Refund Requests:

- To request a refund, you must submit a refund request through the "MedpeR" platform within 15 days from the date of purchase.
- You must provide a detailed explanation of the reason for the refund request, along with any supporting evidence or documentation.

#### 1.3 Refund Processing:

- Once a refund request is received, it will be reviewed by our team to determine its eligibility.
- If the refund request is approved, the refund will be processed using the original payment method used for the purchase.
- Refunds may take 7 to 8 business days to reflect in your account, depending on the payment provider.

#### 1.4 Non-Refundable Items:

- Certain products or services may be non-refundable, and these will be clearly specified at the time of purchase.
- Downloadable or digital products, personalized items, and services rendered with your prior consent may not be eligible for a refund.

### 2. Returns Policy:

#### 2.1 Eligibility for Returns:

- Returns are applicable only for physical products purchased through the "MedpeR" service.
- To be eligible for a return, the product must be unused, undamaged, and in its original packaging.

#### 2.2 Return Requests:

- To request a return, you must submit a return request through the "MedpeR" platform within [number of days] days from the date of delivery.
- You must provide a detailed explanation of the reason for the return request.

### 2.3 Return Process:

- Once a return request is received, it will be reviewed to ensure it meets the eligibility criteria.
- If the return request is approved, you will receive instructions on how to return the product.
- The return shipping costs will be the responsibility of the customer unless the return is due to a defective or incorrect product.

### 2.4 Refund for Returns:

- Upon receiving and inspecting the returned product, a refund will be processed using the original payment method used for the purchase.
- Refunds may take 7 to 8 business days to reflect in your account, depending on the payment provider.

### 3. Contact Us:

If you have any questions or concerns about our Refund and Returns Policy or need assistance with a refund or return, please contact us at [contact@medper.in](mailto:contact@medper.in). Our support team will be happy to assist you.

By using the "MedpeR" service and making a purchase, you acknowledge that you have read and understood this Refund and Returns Policy and agree to abide by its terms and conditions.