

RETURN, REFUND, AND CANCELLATION POLICY

At GetPill by Discount Medica, we are committed to delivering high-quality medicines and health products. We carefully process orders to ensure accuracy and strive to deliver products in pristine condition. We advise checking all items upon delivery.

APPLICABILITY OF POLICY

(A) By using the website and/or placing an order, you agree to adhere to the terms of this Policy. If you disagree with any part of the policy, please refrain from making purchases on the Website.

(B) We reserve the right to modify this Policy periodically. Please review it each time you use the Website to ensure you understand the current terms and conditions.

TERMS FOR CANCELLATION, RETURN, AND REFUND

Please review these terms to fully understand the conditions under which returns, refunds, and cancellations are processed.

RETURN POLICY

'Return' refers to the action of sending back a product ordered from the GetPill by Discount Medica portal. Returns are accepted under the following conditions, within 15 days from the delivery date:

1. **Mismatched Orders**:- The product delivered does not match the order placed.
2. **Expiry Date**:- The product is near its expiry date or expired (medicines with less than 03 months until expiry are considered "near expiry").
3. **Damaged in Transit**:- Products damaged during shipping should not be accepted (do not accept products with a tampered seal).

Exceptions:-

- Non-returnable products cannot be returned. It is your responsibility to check the product's return eligibility at the time of order.
- No replacements or exchanges for categories such as Injections, Health Monitors & Equipment, and Ortho Support.
- Certain products may be specifically marked as non-returnable on their product pages.

REFUND POLICY

We aim for your complete satisfaction with our products and provide refunds under the following conditions:

1. Full Refund Possible If:-
 - a) You received a defective item.
 - b) The item was lost or damaged during transit.
 - c) The item received has passed its expiry date.

Refund Process:-

- **Credit/Debit Card or Net Banking:-** Refunds back to credit/debit cards or via net banking typically take 7 to 10 working days.
- **Cash on Delivery (COD):-** For COD orders, email to support@getpill.in /info@getpill.in initiate a refund, which will be processed to your wallet or directly to your bank account as per your preference.

Requesting a Refund:-

To request a refund, email us your order details and the reason for the refund request. We value user feedback and continually use it to improve our services.

CANCELLATION POLICY:-

You may cancel your order any time before it has been dispatched for delivery. Upon receiving your cancellation request, the order will be cancelled immediately.

These policies ensure that your experience with GetPill by Discount Medica is smooth and satisfying, recognizing your needs for flexibility in managing your health product purchases.