

RETURN, REFUND AND CANCELLATION POLICY

GetPill team facilitates processing correct medicines as per order and prescription and strives to service the medicines and products in right conditions/ without any damage every time a consumer places an order. We also strongly recommend the items are checked at the time of delivery.

APPLICABILITY OF POLICY

- A) By agreeing to use the Website and/or placing a request for purchase of Product(s) and/or Services on the Website, you agree to be bound by the terms contained in this Policy without modification. If you do not agree to the terms contained in this Policy, you are advised not to transact on the Website.
- B) Please note that we may from time to time change the terms of the Policy that govern your return, refund and cancellation of an order for Products on the Website. Every time you wish to use the Website, please check the Policy to ensure you understand the terms and conditions that apply at that time.

TERMS FOR CANCELLATION, RETURN AND REFUND OF ORDERS

Please carefully read all the parts to understand the conditions applicable in case of returns, refunds and cancellation of a Product.

RETURN POLICY

'Return' means an action of giving back the product ordered at 1mg portal by the consumer. The following situations may arise which may cause the action of return of product:

1. Product(s) delivered do not match your order;
2. Product(s) delivered are past or near to its expiry date (medicines with an expiry date of less than 03 months shall be considered as near expiry);
3. Product(s) delivered were damaged in transit (do not to accept any product which has a tampered seal):

User cannot return non-refundable Product; it is User's responsibility to check whether the Product falls under returnable/non-returnable category before placing an order. ii.

Return Policy Exceptions:

Please note that we are unable to offer replacements or exchanges for the following product categories: Injections, Health Monitor & Equipment and Ortho Support.

Also, GetPill reserves the right to refuse returns (or refunds) for certain products, as marked in the respective product pages as "Note: This item cannot be returned for a refund or exchange".

REFUND POLICY:

At GetPill, we do our best to ensure that you are completely satisfied with our products. And we are happy to issue a full refund based on the conditions listed below:

Full Refund Possible If:

- a. you received a defective item
- b. the ordered item(s) is lost or damaged during transit.
- c. you have received the product that has crossed the expiry date

Please note: Mode of refund may vary depending on circumstances.

- If the mode of refund is by Credit/Debit Card or Net Banking, please allow 7 to 10 working days for the credit to appear in your account. While we regret any inconvenience caused by this time frame, it is the bank's policy that delays the refund timing, and we have no control over that.
 - If the mode of refund is by wallet, credit should be available within 24 hours.
- **Cash on Delivery:** In order to process such refunds for COD orders, the User will be required to send an email to info@getpill.in. Thereafter, the User will receive a refund to his/her wallet or User's bank account. In case if it is to be refunded to User's bank account, the User will have to provide the bank account details.
 - In those cases, the amount shall be refunded back to the source account of the User. If the User chooses to get the amount into the Wallet, then at the time of deactivation of the User's account, the amount that is unused in his/her wallet account will be transferred back to User's bank account.
 - If the User chooses to get the refund to the wallet during the above-mentioned scenarios [as per clause B(v)], at the time of deactivation of the User's account, any amount that is unused in the wallet shall be transferred to the User's Bank account.

How to Request a Refund:

To request a refund, simply email us your order details, including the reason why you're requesting a refund. We take User feedback very seriously and use it to constantly improve our quality of service

(C) CANCELLATION:

User may cancel the order of a product before it is out for delivery. On the receipt of order cancellation request, your order will be cancelled with immediate effect.