



**M/s Physiologix Healthcare Private Limited (“XCELL PHYSIOCARE”)** is a service-oriented business and due to nature of our business, there is no refund of the services availed through Xcell Physiocare but certain refund and cancellation policies apply as per our Policy.

Please read all refund and cancellation related policies about our Services, promotional activities before availing the offer and services and/or before Registration and Payment.

Xcell Physiocare does not guarantee a full refund for the cancellation of its services. If you change your mind after paying for a certain service, Xcell Physiocare will act only on the policy here within and will offer refunds purely on the basis of facts concerning an individual case as per Clause no. 1 of this Policy.

Xcell Physiocare will refund or cancel any services according to the following guidelines:

- 1) The refund would be applicable only in case, if a Patient expires during the tenure of his/her package with us as per the terms and conditions defined in this Policy only upon the sole discretion of the Authorized Personnel of Xcell Physiocare (no discounts would be applicable and the entire charges of the sessions would be applicable) and a Cancellation fee equivalent to the entire amount of 1 session would be applicable.
- 2) If the Customer has paid for the package but has not taken any single visit for the session, then the refund can be given after deducting the Cancellation fee amounting to the full value of one session, without any discounts, but at the sole discretion of the management, given that Xcell Physiocare approve his/her reason for not continuing. The patient needs to inform / contact Xcell Physiocare for any refunds within maximum 10 days of billing. After 10 days, no such claims for refunds will be entertained by Xcell Physiocare.
- 3) If a patient misbehaves and creates a commotion at our Centre for some reason, Xcell Physiocare is well within its rights to cancel their services/ pending sessions, and will NOT refund any amount back to the Patient. Moreover, Xcell Physiocare may ask the Patient for compensation for any damage that he/she might have caused to property, person or even to the reputation of the Company by defamation.
- 4) If the Govt. has imposed restrictions like Lockdown / Curfews during which if we are not allowed to open the Centre, in this case refunds for that period will not be given however services can be availed as per the Policy Conditions of Xcell Physiocare. Even if as a Medical Centre, we are allowed to open/operate, it would be the sole discretion of the management to open the centre or not, given the situation and reason for lockdown / curfew and to safeguard the patients and staff from any harm. In such circumstances, Xcell Physiocare will not be liable for any refunds, but the remaining sessions will be provided to all the Patients. After the reopening of the centre and activities post lockdown, the sessions of the patients need to be completed within a stipulated period of time and that this will be the responsibility of the Patients. Management will have the right to deny the services if there is no response from Patient’s side post resuming of activities after lockdown / Curfew and the time period for the packages and sessions expiry will be the sole discretion of management.

- 5) If any Customer has availed therapy sessions with us and he has taken a few visits for his/her package and during the tenure if there is any mis-happening which is not leading to the death of the person but some other issues, in such scenarios, Xcell Physiocare will not be liable to give any Refund.
- 6) In case if the Customer is not satisfied with the services rendered by Xcell Physiocare due to their personal reasons, no refund would be applicable in such cases.

#### **Cancellation Policy:**

- 1) If a refund is accepted by the Management in that case, any discounts given for the package taken by the Customer will be forfeited and the charges for per session would apply and every single session will be calculated as per the actual value and the balance amount can be refunded accordingly
- 2) All the Packages have an expiry date from the time of Purchase and have a tenure after which the package officially expires. The start of service would be counted from the date of signing the consent form or from the date of payment, whichever is earlier.
- 3) Tenure of packages:
  - a. Package having **17 or less visits/sessions** – **1 month** from date of starting the package or date of payment, whichever is earlier.
  - b. Package having **18 or more visits/sessions** – **2 months** from date of starting the package or date of payment, whichever is earlier.
- 4) To respect the time of our Physiotherapists, the Patients who themselves cancel the sessions after giving appointment and do not show up after allotting them slots would be liable for a Cancellation fee of 50% of their session charge.
- 5) Any Package booked during a promotional event will not be considered for Cancellation.
- 6) Customers requesting serial or repeated refunds may be blocked from making further bookings.
- 7) Our Centre shall not be responsible in case communication is not received by the Customer due to incomplete or wrong details furnished by the Customer.

#### **Terms & Conditions:**

- Refunds if any, will be made via NEFT Transfer only and it will be processed only in the account of the Payee after duly verifying the accountholders credentials. No cash or cheque refunds will be made under any circumstances.
- Any amount deducted by the banking / financial institution Partners for the payments made by the clients will be deducted from the final refund amount.
- Xcell Physiocare will not be responsible in case communication is not received by the customer due to incomplete contact details provided by the individual.
- For claiming refund, the payee should provide valid invoice & ID documents of the customer who is seeking refund so as to be able to get the refund.
- No interest will be paid on refund.
- All refunds would be made in time frame of minimum **30 days** from the date of approval of refund. Any query with respective agreed refund can be addressed to **info@xcellphysiocare.com** citing the receipt number against which refund is requested for.
- Xcell Physiocare reserves the right to modify/change the policy without prior intimation/publication/prior information.
- If you have any questions related to refund or cancellation, please contact our customer care desk at **+919999824495** before any Package bookings.