

RADICAL

Payment Service & Refund Policy

The payment service is powered by one or more of our payment service vendors, including but not limited to Stripe, or RazorPay or CCAvenue.

The payment service allows you to make payments to **Telemedicine Providers** based on the consultation and other supports services selected by you. If you make use of the payment service, you are responsible for determining the amount.

You may be able to make payments using a variety of existing financial accounts available, such as debit / credit card, net banking, UPI and wallets.

By using the payment service to make a payment, you authorize our payment service vendor to process payment transactions initiated by you through the payment service using your financial accounts that you designate. You agree that you are fully responsible for any such transactions and agree to only use financial accounts where you are an authorized user on the financial account. You authorize our payment service vendor to make any debits, withdrawals, charges or transfers from your financial account in the amount you ask for, including any surcharges or fees that may apply.

In the event that there is an issue with our payment service vendor delivering your funds to a provider, our vendor will make best efforts to resolve the issue on your behalf in a timely manner. In certain cases, you can request a refund of a specific payment. Contact the **Telemedicine Providers** contact center to answer any additional questions. When our payment service vendor needs to return funds to you, the funds will be returned to the same financial account you originally used to make the payment.

In no event will we or our payment service vendor be liable to any party for any direct, indirect, special or other consequential damages arising out of any use of the payment service. When using the payment service, your entered payment method information will be protected by us and our payment service vendor. Our payment service vendor follows major payment card industry (PCI) data security standards.

Details of Service:

This is a telemedicine consultation service accessed by you where you may request telemedicine consultation with one or more of the registered medical practitioners or doctors on the platform.

Pricing:

The price of your appointment may range from anywhere between INR 1 to INR 15000, depending on the doctor you choose to request telemedicine care from once you login to our website or app. This will be shown to you prior to confirming your appointment slot and booking your appointment.

radicalhealth.care

BB 9, Street No 160, New Town, Kolkata - 700 156 • India

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Cancellations:

For any cancellations or reschedulings, you must reach out to our customer service helpline at human@radicalhealth.care at least 4 hours in advance to your appointment slot. We will then help you cancel or reschedule your appointment.

Refunds and Returns

If your appointment is cancelled within a valid timeframe for a valid reason, the refund (full or partial as discussed and agreed upon) will be refunded to the original mode of payment, which will be credited to your account within 7 to 10 business days.

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