

Refund and Returns Policy

Thank you for choosing MEDiLAB Diagnostics , a unit of Medifit Health and Fitness Private Limited. This Refund Policy outlines our procedures regarding refunds for services provided through our website or mobile application. Please read this policy carefully before availing of our services. By using our services, you agree to abide by the terms and conditions outlined in this policy.

1. Refund Eligibility

1.1. Refunds may be considered under the following circumstances:

- Payment made for a service that was not provided.
- Duplicate payment made in error.
- Overpayment for a service.

1.2. Refunds will not be provided under the following circumstances:

- Disagreement with the results of a test or service provided.
- Failure to provide accurate or complete information leading to the inability to perform the requested service.
- Change of mind or cancellation of service request after the service has been performed.
- Services performed in accordance with the terms and conditions outlined in our service agreement.

2. Refund Procedure

2.1. To request a refund, you must contact our customer service team within two days of the payment date, providing details of the transaction and the reason for the refund request.

2.2. Our customer service team will review your request and determine eligibility for a refund based on the criteria outlined in this policy.

2.3. If your refund request is approved, we will initiate the refund process within two days of approval.

3. Refund Methods

3.1. Refunds will be processed using the original payment method used for the transaction, unless otherwise agreed upon by both parties.

3.2. If the original payment method is no longer available or valid, alternative arrangements may be made at the discretion of MEDiLAB Diagnostics , a unit of Medifit Health and Fitness Private Limited

4. Refund Amount

4.1. The refund amount will be equal to the original amount paid for the service, minus any applicable processing fees or charges.

4.2. MEDiLAB Diagnostics , a unit of Medifit Health and Fitness Private Limited reserves the right to deduct reasonable administrative fees from the refund amount to cover the cost of processing the refund.

5. Refund Timelines

5.1. Refunds will be processed within six to five days of approval.

5.2. The time taken for the refunded amount to reflect in your account may vary depending on the payment method and financial institution.

6. Contact Us

6.1. If you have any questions or concerns regarding our Refund Policy, please contact our customer service team at contact

Our Contacts

- MEDiLAB diagnostics, Sri Shankarmutt Road, Chikkamagaluru-577101
- MEDiLAB diagnostics, Vasavi Towers, Naidu street, Beside Head Post Office, Chikkamagaluru-577101
- **8762744099, 9243316016**
(24/7 General inquiry)
- **medilab24x7@gmail.com**

7. Changes to the Refund Policy

7.1. MEDiLAB Diagnostics , a unit of Medifit Health and Fitness Private Limited reserves the right to modify or revise this Refund Policy at any time without prior notice. Any changes to this policy will be effective immediately upon posting on our website or mobile application.

By availing of our services, you acknowledge that you have read, understood, and agree to be bound by the terms and conditions outlined in this Refund Policy.