

REFUND AND CANCELLATION POLICY

VOHRA NEUROPSYCHIATRY CENTRE PVT. LTD.

(drvohras.com / vohranc.com)

Effective Date: 1 January 2025

Last Updated: 5 March 2026

This Refund and Cancellation Policy applies to all services provided by Vohra Neuropsychiatry Centre Pvt. Ltd. ("VNCPL") through drvohras.com / vohranc.com. By booking an appointment or using our services, you agree to this policy.

1. APPOINTMENT SCHEDULING

- Appointments should preferably be made a minimum of 24 hours in advance.
- Same-day appointments may be accommodated subject to availability and can be scheduled up to 2 hours prior to the desired time.
- Appointment confirmation will be sent via email and/or SMS.

2. CANCELLATION POLICY

Cancellation or rescheduling should preferably be made before 24 hours of the scheduled appointment. The following charges apply:

*Force Majeure Events include natural disasters, medical emergencies, government-mandated restrictions, and other events beyond reasonable control.

3. RESCHEDULING POLICY

- Rescheduling follows the same policy and charges as cancellation.
- Rescheduling is subject to availability of appointment slots.
- You may reschedule only once per original booking without additional charges (if done 24+ hours in advance).

4. REFUND PROCESSING

4.1 Processing Time

- Eligible refunds will be processed within 14 business days of the cancellation request.
- Refunds will be credited to the original payment method used for booking.
- Bank processing time may vary and is beyond our control.

4.2 Transaction Fees

- Currency conversion charges or transaction fees incurred during refund processing shall be borne by the patient.
- Payment gateway fees are non-refundable.

5. SERVICE DISSATISFACTION

- Refunds for service dissatisfaction are considered on a case-by-case basis at VNCPL's sole discretion.
- Requests must be made within 72 hours of the consultation.
- Requests must include specific reasons for dissatisfaction.
- VNCPL's decision on such requests shall be final and binding.
- Dissatisfaction with professional clinical opinions or recommendations does not qualify for a refund.

6. NON-REFUNDABLE SITUATIONS

The following situations do not qualify for refunds:

- Services already rendered or consultations completed
- No-show without prior cancellation
- Cancellation less than 2 hours before appointment
- Disagreement with clinical opinions, diagnoses, or treatment recommendations
- Failure to follow prescribed treatment or advice
- Technical issues on the patient's end (internet, device, etc.)
- Violation of Terms of Service

7. CANCELLATION BY VNCPL

In the rare event that VNCPL cancels an appointment:

- You will receive a full refund or the option to reschedule at no additional cost.
- We will notify you as soon as possible via email and/or phone.
- We will make reasonable efforts to offer an alternative appointment time.

8. HOW TO REQUEST CANCELLATION OR REFUND

To cancel an appointment or request a refund:

- Email: Send request to help@drvohras.com with your booking details
- Phone: Call +91-9999249223 during business hours
- Website: Use the cancellation feature in your account dashboard (if available)

Please include the following information in your request:

- Full name
- Booking/Appointment ID
- Date and time of appointment
- Reason for cancellation/refund request

9. INTERNATIONAL PAYMENTS

For patients paying from outside India (UAE, UK, USA, etc.):

- Refunds will be processed in the original currency charged.
- Exchange rate fluctuations may result in receiving a different amount than originally paid.
- International transaction fees are non-refundable.
- Processing time may be longer due to international banking procedures.

10. DISPUTES

All disputes regarding refunds shall be governed by our Terms of Service and shall be subject to the exclusive jurisdiction of courts in New Delhi, India, and arbitration as specified in our Terms of Service.

11. CHANGES TO THIS POLICY

VNCPL reserves the right to modify this policy at any time. Changes will be posted on our website with an updated "Last Updated" date. Continued use of our services constitutes acceptance of the modified policy.

12. CONTACT US

For questions about this policy:

Vohra Neuropsychiatry Centre Pvt. Ltd.

New Delhi, India

Email: help@drvohras.com

Phone: +91-9999249223

Website: drvohras.com / vohranc.com