

Refund & Reschedule Policy

At eClinic, we strive to provide the best possible healthcare services to the patients. We understand that circumstances may arise which necessitate the rescheduling, cancellation or refund of an appointment. Please read our Refund & Reschedule policy carefully to understand the conditions under which refunds will be issued.

Refund

Patients may initiate a refund request for their booked appointments due to any circumstances. Requests must be submitted through our official channels within before 24 hours of the scheduled appointment time.

How to Request a Refund?

To request a refund, please follow these steps:

1. Log in to your account on our website.
2. Navigate to the "Appointments" section.
3. Select the appointment you wish to cancel.
4. Click on the "Request Refund" button and provide the necessary details.
5. Submit the request.

Review Process

All refund requests are subject to a review process. Our team will assess each request based on the provided information. You will receive a decision regarding your refund request within 2 to 5 working days.

Refund Approval

If your refund request is approved, the applicable refund amount will be credited back to the original payment instrument used during the booking. The time it takes for the refund to reflect in your account may vary depending on your bank. It is usually 3 – 7 working days.

Conditions for Refunds

1. **75% Refunds** will be issued if the cancellation is made 24 hours before the scheduled appointment time. Deductions are only due to the charges incurred for the payment processing and reserving the online video conferencing slot.
2. **50% Refunds** may be considered if the cancellation is made within 24 hours of the scheduled appointment time, based on the circumstances and review.
3. **No Refunds** will be issued for missed appointments without prior cancellation or for cancellations made after the appointment time.

Reschedule

eClinic reserve the rights to reschedule a booked appointment due to any of the following unavoidable reasons. Patient will be informed about the revised appointment schedule.

1. Rescheduling due to the Doctor's unavailability at the appointment date and time.
2. Rescheduling due to any system, internet or any other technical glitch that happened at eClinic's end

Contact Us

If you have any questions or need further assistance, please contact our support team at info@eclinicasia.com or WhatsApp +92-333-2297692

We appreciate your understanding and cooperation. Thank you for choosing eClinic for your healthcare needs.

Regards,
Team eClinic