

## Refund Policy

All sales of telefi.ai Platform are final with no refund or exchange permitted. You are responsible for your telefi.ai account details and all patient scans that are uploaded from those account. You are also responsible for the information relating to patient, patient data and patient history. Telefi.ai is not responsible for any incorrect report or any incorrect information or incorrect patient data.

However, if in a transaction performed by You on the telefi.ai Platform, money has been charged to Your card or bank account and service is not delivered within 48 hours of the completion of the transaction, then You shall inform us by sending an e mail to our customer services e mail address mentioned on the 'Home' page on the telefi.ai website.

Please include in the e-mail the following details – the mobile number (or telefi.ai username), centre name, Patient name and uploaded date.

Telefi.ai will investigate the incident and, if it is found that money was indeed charged to Your card or bank account without delivery of the service, then You will be refunded the money within 25 working days from the date of receipt of Your e mail.

All refunds will be credited to Your bank account and It will take 3-21 working days for the money to show in Your bank account depending on Your bank's policy

## Cancellation Policy

You are expected to read the telefi.ai account cancellation policy carefully. The deposit charges will not be refunded in the event of telefi.ai account cancellation.

For any issues relating to cancellation or refund, You shall inform us by sending an e mail to our customer services e mail address mentioned on the 'Home' page on the telefi.ai website.