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Refund & Cancellation Policy

Vishzon Pharmaceuticals Private Limited (hereinafter referred to as “**KwikMedi**”, “we”, “our”, or “us”) is committed to providing fast, reliable, and hassle-free medicine delivery and lab test services. This Refund & Cancellation Policy explains the terms under which cancellations, refunds, replacements, or rescheduling may be allowed.

1. Medicine Orders

1.1 Order Cancellation

- Orders can be cancelled **only before they are packed or dispatched**.
- Once the order has been **dispatched**, cancellation is not permitted.

1.2 Refunds

- If an order is cancelled before dispatch, a **full refund** will be issued to the **original payment method** within **7–10 working days**.
- Refunds will **not** be provided for medicines that are:
 - Opened
 - Tampered with
 - Partially used

1.3 Non-Refundable Medicines

As per healthcare and safety regulations, the following items are **non-returnable and non-refundable once delivered**:

- Prescription medicines
- Temperature-controlled products (e.g., insulin, injections)
- Perishable or sensitive healthcare products

1.4 Damaged / Wrong Product

- If you receive a **damaged, expired, or incorrect product**, you must raise a **replacement request within 2 hours of delivery**.
- Requests raised after this period may not be eligible.

2. Lab Test Bookings

2.1 Test Cancellation

- Cancellations made **at least 24 hours before** the scheduled sample collection slot are eligible for a **full refund**.
- Cancellations made **within 24 hours** of the scheduled slot may incur a **nominal cancellation fee**.

2.2 Refunds

- Refunds for cancelled lab tests will be processed to the **original payment method** within **7–10 working days**.
- If the lab is **unable to collect the sample or cannot generate results** due to operational reasons, a **full refund** will be issued.

2.3 Rescheduling

- Lab test appointments may be **rescheduled at no additional cost**, subject to availability.

3. General Terms

- All refunds are processed **only to the original payment method** used during booking or order placement.
- Refund timelines may vary depending on the **bank or payment service provider**.
- KwikMedi reserves the right to **reject refund or cancellation requests** in cases of:
 - Policy misuse
 - Fraudulent activity
 - Repeated violations

4. Contact Us

For any questions or support related to cancellations, refunds, or replacements, please contact:

KwikMedi Support

Email: support@kwikmedi.com