

SocioDent Cancellation, Refund & Shipping Policy:

Effective Date: June 1, 2025

Contact: steward@sociodent.in

1. Appointment Cancellation & Refund Policy

- **Patient Cancellations:**
 - Appointments can be cancelled up to 12 hours before the scheduled time for a full refund.
 - Cancellations within 12 hours of the appointment will incur a 50% cancellation fee or ₹200 (whichever is higher).
 - If a patient does not attend (no-show) without notice, no refund will be provided.
- **Dentist Cancellations:**
 - Dentists should avoid cancellations except in genuine emergencies.
 - Repeated cancellations by a dentist may lead to account suspension or removal from the platform.
 - If the dentist or SocioDent cancels an appointment, the patient will receive a full refund.

2. Product Order Cancellation, Refund & Returns

- **Order Cancellation:**
 - Orders can be cancelled within 2 hours of placement, provided the product has not been shipped.
 - Cancellations after shipment are not possible; in such cases, refer to the returns policy below.
- **Returns & Refunds:**
 - **Refunds are provided for:**
 - Products that arrive damaged or are incorrect
 - Orders that are not delivered within 10 business days of the estimated delivery date
 - To request a return or refund, contact us at steward@sociodent.in within 48 hours of delivery or of identifying any issue.
 - Products must be returned unused and in their original packaging, unless defective.
- **Refund Timeline:**
 - Approved refunds will be processed within 5–7 business days to the original payment method.

3. Shipping Policy

- **Order Processing & Shipping:**
 - All product orders are processed within 24 business hours after payment confirmation, except on Sundays and public holidays.
 - Products are shipped PAN-India (across India) with estimated delivery in 3–7 business days, depending on your location.
- **Shipping Charges:**
 - Any applicable shipping charges will be displayed at checkout.
 - Free shipping promotions will be expressly mentioned on the website/app.
- **Order Tracking:**
 - Once your order is shipped, you will receive a tracking link via email or SMS.
 - Track your order status in the “My Orders” section of the app or via the provided tracking link.
- **Address & Delivery Issues:**
 - Please provide an accurate delivery address. SocioDent is not responsible for delays or misdelivery due to incorrect address information.
 - For items lost, undelivered, or significantly delayed (over 10 business days after estimated arrival), contact steward@sociodent.in for assistance.
- **Delays & Exceptions:**
 - While we strive for prompt delivery, SocioDent is not liable for delays caused by courier disruptions, natural disasters, strikes, or other circumstances beyond our control. Rest assured, our team will do everything possible to assist you and resolve the issue.

4. No-Show Policy

- If no one is available at the scheduled location during a home dental visit, the visit fee may still be charged and no refund will be issued.
- Dentists who repeatedly no-show for confirmed appointments will be suspended or removed from the platform.

5. Contact & Support

- For any questions, order issues, cancellations, returns, or refund requests, please contact: steward@sociodent.in.

By booking appointments or ordering products on SocioDent, you acknowledge that you have read and accepted this policy.

END OF POLICY