

Terms & Conditions – Medola

Last updated: 16/06/2025

Welcome to Medola, a health services platform operated by Greenmetrix i-Tech Private Limited, a company incorporated under the Companies Act, 2013, having its registered office at Nashik.

By accessing or using our website, mobile application, or any of our services, you agree to comply with and be bound by the following Terms & Conditions.

1. Acceptance of Terms

These Terms of Use form a binding agreement between you (“User” or “You”) and Greenmetrix i-Tech Private Limited (“Company”, “we”, “us”, or “our”) governing your access to and use of the Medola platform.

2. Services Offered

Medola offers services including, but not limited to:

- Home collection of diagnostic samples
- Teleconsultation and virtual health support
- Health record management
- Sale and delivery of wellness and medical products

We reserve the right to add, modify, or remove services at our discretion.

3. Eligibility to Use

You must be at least 18 years old to use our services. If you're accessing on behalf of a minor or another person, you confirm that you are legally authorized to do so.

4. User Responsibilities

- You agree to provide accurate, current, and complete information.
- You will not misuse our services or violate any applicable laws.
- You consent to communication via phone, email, or SMS related to your appointments or service updates.
- You are responsible for safeguarding login credentials and account activities.

5. Privacy & Data Usage

Your personal and medical data will be handled in accordance with our [Privacy Policy]. We may use anonymized data for research, analytics, or service improvement. We never sell your data to third parties.

6. Booking, Payment & Refunds

- Payments can be made online or at the time of service, as applicable.
- Once a service is booked, cancellation or rescheduling is subject to availability and company policy.
- If we are unable to deliver a service for reasons attributable to us, you are eligible for a full refund.
- Refunds will be processed within 7–10 working days.

7. Home Sample Collection

- You agree to be available at the chosen address and time for sample collection.
- If our representative cannot complete the collection due to your unavailability or refusal, the booking may be marked as "no-show", and refunds may not apply.

8. Medical Advice Disclaimer

Medola does not provide emergency medical services. In case of a health emergency, contact your local hospital or emergency number. All information provided on our platform is for informational purposes only and should not substitute professional medical advice.

9. Limitation of Liability

To the fullest extent permitted by law:

- We are not responsible for errors or delays caused by third-party service providers.
- Our liability is limited to the amount you paid for the concerned service.
- We are not liable for indirect or consequential damages, including loss of profits or data.

10. Intellectual Property

All logos, brand names, service names, designs, and content on the Medola platform are the intellectual property of Greenmetrix i-Tech Private Limited. Unauthorized use is strictly prohibited.

11. Termination or Suspension

We may suspend or terminate your access without prior notice if we believe you have violated these Terms or any applicable law.

12. Governing Law & Jurisdiction

These Terms are governed by the laws of India, and subject to the exclusive jurisdiction of courts in Nashik, India.

13. Contact Us

For any questions or grievances, please contact:

Greenmetrix i-Tech Private Limited

Email: greenmetrixitech@gmail.com

Phone 7066547411]

Address: 406-407 Nisham Urbania, Mahatma Nagar Nashik -422005