

Frequently Asked Questions - CareSetu

Q1: Who can use the CareSetu App?

A: Any adult above 18 years old. Minors must be added under a Primary User account.

Q2: Can I browse without registering?

A: Yes. Non-registered users can browse, use the self-assessment tool, and share the app.

Q3: What services does CareSetu offer?

A: Services include online consultation, lab/sample collection, drug delivery, home therapies, post-surgery care, and more.

Q4: Is my personal and medical data safe?

A: Yes. Data is stored securely using encryption and strict privacy protocols.

Q5: What happens if I upload an invalid prescription?

A: HSP will cancel the order. Prescriptions must be valid and legible.

Q6: Can I access CareSetu outside India?

A: The app is intended for use within India only. ASPL does not ensure service availability outside.

Q7: What is the refund policy?

A: Once drugs are accepted, they cannot be exchanged or refunded.

Q8: How is payment handled?

A: Payment is online or via approved offline methods. Receipts are provided upon confirmation.