

ONLINE PAYMENT ON WEBSITE

1. The Website provide you the ability to pay online through a third-party payment gateway for some of the Services (like online appointment booking) available on the Website.
2. If you choose to pay online, you may be directed to a third-party payment gateway to enable processing of the payment. This transaction will be governed by the terms and conditions and privacy policy of the third-party payment gateway. Vandana Dental Clinic shall not be liable.
 - if any transaction does not fructify or may not be completed or
 - for any failure on part of the bank or the credit card or the third-party site or agency to perform any of its obligations or
 - in respect of any loss or damage arising directly or indirectly arising out of the decline or acceptance of authorization for any transaction, for any reason whatsoever.

Cancellation and Refund Policy: The cancellation and refund policy is **only** applicable to all online payments made through website for **booking appointments**.

In case cancellation is requested by end user **by writing a mail** to vandanadentalclinic@gmail.com:

- 24 Hours Before Scheduled Appointment Time- 100% of Consultation Fees will be refunded. However, **please note that convenience fees will not be refunded**.
- Less than 24 Hours of Scheduled Appointment Time- neither Consultation Fees nor Convenience Fees will be refunded.

In case Cancellation is initiated by Vandana Dental Clinic due to unavailability of doctor or **if doctor is unable to attend** patient after Pre-Screening at Clinic.

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- 100% of Consultation Fees will be refunded. However, **please note that convenience fees will not be refunded**.

At the time of cancellation, amount will be refunded via same source of payment and will be subject to the payment terms of the source only. Amount will be refunded within 7 working days. It may take 7-21 days to reflect in your account depending on your bank/card used.