



Cancellation and Refund Policy

iDecide is a platform to manage health care data and interact with the various health care providers. The cancellation and refund policy are given below.

1. Payments can be made either through credit card / debit card / on internet banking / vouchers (in the pipeline)
2. No cash payments will be accepted.
3. For initiating the transactions clients MUST have balance in their account.
4. The subscriptions once paid will not be refunded.
5. The system fees will not be normally refunded. However in exceptional cases if there are adequate reasons system fee may be refunded. System fees are the fees for the transactions. Like
 - i) Appointments
 - ii) Uploading of Data
 - iii) Printing of Data
 - iv) Mail Data
6. Appointments – The provider Charges
The provider charges appointments will be refunded as per the following manner

24 Hours Before	- 75%
12 Hours Before	- 50%
6 Hours Before	- 25%
Less than 6 Hours	- 0%

For Refund cancellation must be made at least 6 hours before.
7. For any complaints please contact support@idecidemycare.in or customercare@idecidemycare.in