

Heals Healthcare (Asia) Limited – Refund policy

You are eligible to a full refund if:

(a) You have submitted a valid cancellation of a booking request for the Teleconsultation not less than one hour prior to the scheduled booking of your appointment with a Specialist Healthcare Professional. The Teleconsultation is terminated due to poor internet connection which is not due to your fault (in such case you are required to produce evidence of technical issue during the time of the Teleconsultation (e.g. sudden suspension of electricity due to network failure)). Your Teleconsultation is cancelled due to the Healthcare Professional's failure to attend the Teleconsultation. The Healthcare Professional is of the opinion (based solely on his/her professional judgment) that you are in fact not suitable for a Teleconsultation for whatever reason.

(b) A refund is not available in any other circumstances.

(c) No refund, return or exchange is available for Dispensed Medications in any circumstances.

(d) For valid refund requests, we will refund the amount paid to the same account which you used to settle the payment or other means as agreed with you. The refund process takes about 4-6 weeks to credit your account.