

REFUND POLICY

Welcome to “RENTOMED” Powered By **RENTOMED® PRIVATE LIMITED!** (Hereinafter referred as “**We**”, “**Ours**”, “**Us**” or “**Company**”, “**RENTOMED**”).

Who are we?

We are an entity providing services in name of **RENTOMED® PRIVATE LIMITED** having **CIN: U33309PN2020PTC192056**, a Company registered under the Companies Act, 2013 having its registered office at **KPCT Mall, Fatima Nagar, Pune, Maharashtra – 411040, INDIA.**

Our services include buying, selling and Renting of the Pharmaceutical, Surgical, Critical Care, Healthcare, Pathological Devices / Medical Devices & Instruments / Equipment / Machineries / Accessories / Consumables and Disposables / Products, Machines and related services and our other covered services and features provided to you from the platform “**www.rentomed.in**”

What is Refund Policy?

Refund policy is a policy which guides us about the terms of refund of any charges applicable for the product or services provided by the website to the Buyers or Sellers or Service Receiver who are the users/subscribers of our services.

These users/subscribers are required to understand and accept the terms of the Refund policy. If the user does not agree to the terms of refund, the users are advised not to register and discontinue using the platform. The terms and conditions of the refund policy may be modified, and the users are bound to agree to such terms.

The Refund Policy of www.rentomed.in will guide you and provide information regarding the refund service/method which will be as follows-

Category	Terms of Refund	Refund Period	Refund Method
In case of Refund	Package received from the buyer to “rentomed.in”	15 to 30 working days	NEFT, Internet Banking, RTGS
Subscription Amount	-	-	-
Double Payment made by mistake for purchase or Rent	The additional amount will be refunded to the same account from which the Payment is received	15 to 30 working days	NEFT, Internet Banking, RTGS
Service Charges for the services provided to Seller	Non-Refundable	-	-

Terms and Conditions of the Refund Policy-

1. The subscription to the E-Commerce Platform “www.rentomed.in” by Commercial/Non Commercial Buyers, Sellers and Service recipient is free of cost.
2. In case of double payment made by the Buyer, such payment will be refunded to the Buyer within 15 to 30 business days, if this standard time-frame has expired and if Buyer has still not received the refund amount, he/she can contact his bank for more information or write to us at hello@rentomed.in
3. The Refund will not be processed in cash.
4. The Service charges will not be refundable to the Sellers if he/she decides to discontinue this Service any time after he avail the same.

Grievance Redressal-

Any grievances relating to the Refund Policy may be directed by the subscribers/Users of **RENTOMED PRIVATE LIMITED**, Platform through email hello@rentomed.in or **93251 02598**

Important Note: At the time of taking the delivery of the items you ordered, please ensure that the product received is undamaged, are properly packed and acknowledge the same to the delivery person. In case the box looks damaged or tampered with or missing, please do not take the delivery of the product and **click a photo and send the photo to the Support Team at hello@rentomed.in or 9325102598 immediately.**
