

TOPRANI ADVANCED LAB SYSTEMS

CANCELLATION POLICY

Toprani Advanced Lab Systems has a just and liberal cancellation policy. Under this policy:

Patient is eligible for a 100% refund if,

- If the test is cancelled any time after the transaction and before the sample is collected.
- If booking has been done and we are not able to complete the request in the allotted time.
- If a visit is cancelled after the phlebotomist reached the home only home collection charges are to be paid. Remaining amount if paid will be refunded to the patient.
- When the tests are unreported due to technical reasons,

If the Sample collected, processed but one or more tests need a fresh sample due to technical reasons:

- Centers shall collect the fresh specimen and process for free of cost. Alternatively, the patient also reserves the right to ask for refund for the test that has not been done which shall be granted in full to him/her as the case may be. The specimen re-collection has to be done within 15 days, post which no retesting is possible.

If the order is cancelled after the sample is picked up and processed:

100% of the payment will be deducted as cancellation fee

All refunds are processed only after we receive the Cash Memo if it has been issued. Refund is not possible if the cash memo is misplaced.

When a request for refund reaches the laboratory, amount paid will be credited into patient account/card or paid in cash within a maximum of 14 (Business days) days from date of cancellation

There shall be no provisions for refund after 15 days from the date of preferred slot have been booked by patient

Cancellations received after the stated deadline will not be eligible for a refund

Requests for refund must include the name of the attendee and/or transaction number.

Contacting Us

If there are any questions regarding this privacy or cancellation policy, you may contact us by calling us on 0265-2341442 or 0235-2339110

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