

Overview

- ❑ What is Return & Refund Policy?
 - 7 Days Easy Return Upon Receiving Medicine Parcel
 - Telehealth Consultation Cancellation, minimum 12 hours in advanced.
- ❑ What reasons are accepted for returning medicine parcel?
- ❑ How to return medicine parcel?
- ❑ Filling out the Return Medicine Form
- ❑ Quality Evaluation
- ❑ Reimbursement options of Delivered Medicine & Cancelled Tele-consultation
- ❑ Replacement

Delivered Medicines Parcel Return Policy

The medicine ordered via our telehealth platform can be refunded FOR FREE up to 7 days upon receiving from appointed pharmacy.

What reasons are accepted for returning delivered medicine parcel?

Delivered Medicine Parcel Return Reasons:

Damaged

Wrong product
delivered

Defective

Expired Product

Signs of used

Return Reason – Wrong Medicine Delivered

- ❑ The customer received a different medicine than what was prescribed after a tele-consultation is completed.

- ❑ The item may be returned
 - ✓ In unused condition
 - ✓ In the original packaging
 - ✓ In sealed condition
 - ✓ Not damaged
 - ✓ With tags and labels still attached

Return Reason – Expired Medicine

- ❑ Product received has passed the expiration date advertised on medicine box

- ❑ The item must be returned
 - ✓ Must still be sealed
 - ✓ In the original packaging
 - ✓ Not damaged
 - ✓ Tags & labels still attached

Return Reason – Signs of Used

- ❑ Product shows signs of usage

- ❑ The item must be returned
 - ✓ In the original packaging
 - ✓ Not damaged
 - ✓ Tags & labels still attached

How to Return Delivered Medicine

1. Check the validity of the return
 - Within 7 days receiving medicine parcel
 - Acceptable Return Reason
2. Fill in the Medicine Returns Form
3. Pack the medicine and mail back to appointed pharmacy, together with medicine return form

Address :

Wisma Health Lane Family Pharmacy
760 & 762, Jalan Sentul,
Sentul, 51000 Kuala Lumpur

Medicine Return Form

- Medicine Return Form will only be applicable within 7 days from the time the medicine parcel was delivered
- The customer must fill in Medicine Return Form

Quality Evaluation

- ❑ Quality evaluation begins right after appointed pharmacy receiving the returned medicine.
- ❑ This usually takes within 24 hours but if it will take more time, the customer will receive a notification through email.

Reimbursement of Delivered Medicine

- ❑ There are 2 kinds of reimbursement: Refund and Replacement.
- ❑ Reimbursement begins after the quality evaluation of the returned medicine. This usually takes within 24 hours but may take longer. In case a longer period of time is needed, the customer will be notified via email.

Reimbursement of Cancelled Tele-consultation

- There are 2 kinds of reimbursement: Refund and Replacement.
- Reimbursement can be done only if customer cancels, minimum 12 hours before the scheduled tele-consultation.

Refund of Delivered Medicine

Payment Method (at the time of purchase)	Refund Option
Credit Card / Debit Card	<ul style="list-style-type: none">• Refund to customer's bank account
Company Credit	<ul style="list-style-type: none">• Company Credit

Refund of Cancellation of Tele-consultation

Payment Method (at the time of booking)	Refund Option
Credit Card / Debit Card	<ul style="list-style-type: none">• Refund to customer's personal account in telehealth platform, thereafter it can be used for rescheduling another tele-consultation.
Company Credit	<ul style="list-style-type: none">• Company Credit