

## **Terms of Appointment & Refund**

1. A payment of Rs. 2000 against the FDG cost is must and needs to be paid upfront to get a confirmed slot for PETCT Scan, to be paid previous evening before 5.00 PM.
2. Amount can be paid vide following modes :
  - a. Online (payment link will be sms'ed/emailed by CRM HO)
  - b. Cash deposit/NEFT/RTGS/Cheque transfer to the A/c details of NHL HO provided by CRM
  - c. Cash/Card payment by visiting the nearest Center
3. Patient will receive a confirmation SMS/WhatsApp chat and Email once the payment is made against the Order ID for PETCT scan with the date and time of slots.
4. The advance amount paid against the **FDG cost is non-refundable** and will be forfeited completely if after confirmation, on the day of scan patient fails to reach to the center, in time.
5. Any rescheduling of confirmed appointment needs to be done in at least 12 hours in advance by communicating to centralized support team by Email/Call with reason.
6. If an advance payment is not paid but confirmation received that patient will reach to the center, priority will be given only to those who has paid the advance. We will be able to accommodate in case of any cancellations/rescheduling of confirmed patient or subject to availability of extra FDG only.
7. Patients' needs to reach before 30 minutes of the scan time to the center for the given date.
8. Refund will be processed by Nuclear HO within 5 to 7 working days.
9. A confirmation will be sent from our end if / when refund is processed with the transaction number for refund.
10. If the payment is made online, the money will be refunded back online and if the payment has been made offline (direct deposit in account/center), patient needs to inform the below details to central support team by writing to [crm@nuclear.com](mailto:crm@nuclear.com) from his registered email id to get the refund processed in account, only if the same is valid for refund.
  - a. Account Number
  - b. Account Holder Name
  - c. Bank Name and Branch
  - d. IFSC Code