

Refund & Cancellation Policy – Vrudhii Skin Centre, Bangalore

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At Vrudhii Skin Centre, Bangalore, we strive to provide the highest quality dermatology and aesthetic care. This Refund & Cancellation Policy explains how cancellations, refunds, and rescheduling are handled for consultations, procedures, and service packages.

1. Appointment Cancellation Policy

a) Patient-Initiated Cancellations

- Appointments can be cancelled **at least 24 hours before** the scheduled time without any charge.
- Cancellations made **within 24 hours** or **no-shows** may be subject to a **cancellation fee** or forfeiture of advance payment, depending on the service booked.

b) Clinic-Initiated Cancellations

If the clinic cancels or reschedules due to medical or operational reasons:

- Patients will be offered **free rescheduling** to the next available slot.
 - If advance payment was collected, patients may request a **full refund**.
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2. Refund Policy for Consultations

- Consultation fees (in-person or online) are **non-refundable** once the consultation is completed.

- If a technical or scheduling error prevents the consultation from happening, a **refund or rescheduled session** will be offered.
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3. Refund Policy for Procedures & Treatments

a) Non-Refundable Services

Due to the nature of dermatology and aesthetic treatments:

- **Laser treatments,**
- **Chemical peels,**
- **Skin/Hair procedures,**
- **Injectables,**
- **Medically recommended therapies,**
are **non-refundable** once the service is delivered.

b) Advance Payments

- Any advance paid for a scheduled procedure is **non-refundable**, but can be **adjusted for another service** at the clinic if rescheduled **at least 48 hours prior**.

c) Treatment Results

- Results vary from person to person based on medical conditions and skin type.
 - We do **not** offer refunds based on subjective dissatisfaction with treatment results.
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4. Package Purchases (Multiple Sessions)

- Packages (laser, peel series, hair regrowth sessions, etc.) are **non-refundable** once purchased.
 - Remaining unused sessions can be:
 - Transferred to another treatment of equivalent value **OR**
 - Assigned to an immediate family member
(Only with clinic approval)
 - Packages generally have a **validity period** (e.g., 6 or 12 months). Sessions not used within this period will **expire**.
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5. Product Purchases

- Skincare or pharmaceutical products sold at the clinic cannot be returned or refunded due to:
 - Hygiene protocols
 - Storage regulations
 - Medical product safety guidelines

Faulty or damaged products may be exchanged if reported **within 24 hours** of purchase.

6. Rescheduling Policy

- Appointments may be rescheduled once **at least 24 hours in advance**.
 - Multiple last-minute rescheduling attempts may attract charges.
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7. Mode of Refund (Where Applicable)

If a refund is approved:

- Refunds will be processed to the **original payment method** (bank transfer/UPI/card).
 - Processing may take **7–10 working days**.
 - The clinic is not responsible for delays caused by banks or payment gateways.
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8. Special Cases

Refunds may be considered only in rare cases such as:

- Double payment due to technical error
- Clinic-side operational issues
- Service not delivered due to unavoidable circumstances

All such cases are subject to verification and management approval.

9. Contact for Refund/Cancellation Requests

For cancellations, rescheduling, or refund-related enquiries, please contact:

 admin@vrudhiiasthetics.com

 9380451582

 Vrudhii Skin Centre, Bangalore