

## Refund Policy

At Friends Medical Service we are committed to providing high-quality healthcare services to our patients. We understand that there may be situations where you may request a refund for services rendered. Please read our refund policy carefully to understand the conditions and process for obtaining a refund.

### Refund Eligibility

- **Cancellation:** If you need to cancel your appointment, please do so at least 24 hours in advance. Appointments cancelled within this timeframe are eligible for a full refund. Appointments cancelled with less than 24 hours' notice will not be eligible for a refund.
- **Billing Errors:** If you believe there is an error in your billing, please contact our appointment team within 30 days of the payment. We will investigate the matter and provide a refund if the billing error is confirmed.
- **Service Discrepancies:** If you are dissatisfied with the quality of care provided or believe that the services delivered do not meet the standards we promise, please contact us within 7 days of the service date.

### Refund Process

To request a refund, follow these steps:

- **Cancellation:** If you need to cancel an appointment, contact our appointment team via phone or email at least 24 hours before the scheduled appointment. Refunds for cancelled appointments will be processed within 7 business days.
- **Billing Errors:** If you identify a billing error, contact our appointment team via phone or email. We will review the discrepancy and process any eligible refunds within 30 days.

Phone: 028 9621 1981

Email: [appointment@friendsmedicalservice.com](mailto:appointment@friendsmedicalservice.com)

### Additional Information

Refunds will be issued in the original form of payment (credit card, bank transfer, or other methods) whenever possible.

We reserve the right to decline a refund request if the circumstances do not meet our policy criteria.

This refund policy may be subject to change, and any updates will be posted on our website.

If you have any questions or require further assistance regarding our refund policy, please feel free to contact our appointment team.