

## Terms and Conditions

This page contains the terms & conditions. Please read these terms & conditions carefully before using our service. You should understand that by ordering or using any of our products and services, you agree to be bound by these terms & conditions.

### **Personal Information**

MeraDoctor will treat all personal information as private and confidential. In order to provide a better service, MeraDoctor may request personal information and will treat all such information, including medical information, as private and confidential. If you provide such information you agree that it will be true, complete and accurate and MeraDoctor will not be responsible for any loss, damage or injury of any kind that may be caused because of inaccurate information provided. All calls and consultations will be recorded for quality assurance purposes.

### **Emergency Services**

MeraDoctor does not provide emergency medical services. If you are having a medical emergency, call your local emergency hotline. MeraDoctor may provide you with the phone numbers and addresses of medical facilities and emergency services, but using those services is at your own risk. MeraDoctor is not responsible for the accuracy of this information or for any delay in seeking hands-on emergency treatment due.

### **Purpose**

MeraDoctor is for informational and educational purposes only. Therefore, a doctor-patient relationship is not formed at any point during your use of these services. MeraDoctor is not a substitute for personal medical attention, diagnosis or hands-on treatment by a qualified medical professional and the service provided is not classified as professional health care advice.

### **Rights Reserved**

MeraDoctor reserves the right to discontinue an over-the-phone consultation. This is to protect MeraDoctor from abusive calls. If, for example, MeraDoctor detects that anyone other than the registered family members is using a membership number, MeraDoctor may terminate membership to protect the privacy and confidentiality of your information. This does not limit any other right or remedy available to MeraDoctor in law.

### **Malpractice**

You agree that you will not initiate any medical malpractice suit against MeraDoctor. MeraDoctor is not liable to any person or anyone else for any injury, claims, losses or damages (whether direct or indirect) or for any decision made or action taken based on reliance upon the information provided through the service.

### **Guarantees and Warranties**

MeraDoctor does not make any guarantees or warranties with respect to the service. MeraDoctor does not make any express or implied warranties, representations or endorsements of any kind whatsoever with regard to the service or with respect to any information, product, service merchandise or other material provided on or through the service.

### **Complaints and Refunds**

If you are not satisfied with the MeraDoctor service, you may call 022 6133 6133 to complain.

By using MeraDoctor you agree that you have understood all of these terms and conditions, and consent to receiving phone-based consultation and information from MeraDoctor. MeraDoctor reserves the right to make changes to these terms and conditions.