



Mobihealth

MOBIHEALTH ORDER CANCELLATION & REFUND POLICY

Thank you for booking a test with Mobihealth International. We are sorry you wish to cancel your booking.

CANCELLATION POLICY

We understand that plans can change and you may have to cancel your orders. Please note, you have the right to cancel your order anytime before the postage of your test kits for postal service or at least 48hours before **your scheduled test date.**

In case of the postal service self swab COVID PCRtestt, please note that no cancellation can be done once the sample kit has been dispatched. Any test kit returned to us or our partner laboratories or clinics shall not be refunded regardless of whether the kits was used or not.

All other tests booked including home collection or sample collection at our partner clinic(s) must be cancelled not less than 48hours before the your test date otherwise no refund will be made. You will however have the opportunity to reschedule your booking at least 24hours before your test date. Any rescheduling request made less than 24hours of the scheduled date will not be refunded.

To exercise your right to cancel, you must inform us by email of your decision to cancel the order by a clear sstatement and in line with the time frame stated above.

REFUND POLICY

If you cancel your order within the stipulated time and condition mentioned above, we will reimburse you the payments received from yourself less adminstrative charge of 10%. The refund will ONLY be made to same payment means use, any bank charges will be borne by the customer. We will make the reimbursement without undue delay, and not later than 30 days.

We will make the reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise; reimbursement on booking cancellations will attract 10% administrative fees.

RESCHEDULES OF TESTS

If you wish to reschedule your test, we have different options available and we will be happy to offer them to you. Please email your request to covid19@mobihealthinternational.com with clear subject matter.

If your travel plans have changed, we will honor your original order for up to 30 days following the receipt of your request for cancellation. Changing the date of your test will not incur any additional charges within this time period.

We look forward to providing your excellent service in the near future.

Thank you

TEAM MOBIHEALTH

Your Gateway to quality healthcare services globally!

www.mobihealthinternational.com.