



Refund & Cancellation Policy

Subscription billing, cancellation and refunds for pharmacy partners.

Effective date: 4 August 2026 · **Version:** v1.0 · Applies to pharmacy owners and partners using the Namma MedMate platform.

Company	Medmate India Technology Private Limited
Brand / Platform	"Namma MedMate" — pharmacy management software (the "Platform" / "Service")
CIN	U72900KA2026PTC170001
Registered office	2nd Floor, Plot No 190/108/2, Haralur Main Road, opposite Narayana Olympiad School, HSR Extension, Lakedew Residency, Bengaluru, Karnataka 560102
Contact	support@nammamedmate.com · +91 80 4567 8900

1. Overview

This Refund & Cancellation Policy explains how subscription charges, cancellations and refunds work for pharmacy owners and partners using the Namma MedMate platform, operated by Medmate India Technology Private Limited. It forms part of, and should be read with, our Terms & Conditions.

This policy covers **software subscription fees** only. Charges relating to the online store, order-taking and delivery (which are coming soon) will be covered by separate or updated terms when those features launch.

2. Free period — first three months

Every plan includes a promotional **first three (3) months free**. During this period you are not charged the subscription fee. If you cancel before the free period ends, you will not be charged for the subscription and no refund is required because no subscription fee was collected.

3. Billing model

- After the free period, subscriptions are billed in advance — monthly or annually, as selected.
- All fees are exclusive of applicable taxes (including GST), which are charged as required by law.
- Subscriptions renew automatically for the same period unless cancelled before the renewal date.

4. Cancellation

- You may cancel at any time from your account or by writing to support@nammamedmate.com.
- For **monthly** plans, cancellation stops the next renewal. You keep access until the end of the current paid month; the current month is generally not refunded.
- For **annual** plans, cancellation stops the next annual renewal and is subject to the refund rules below.
- There is no lock-in and no cancellation penalty.

5. Refund eligibility

Annual plans — cooling-off and pro-rata

- If you cancel an annual plan within seven (7) days of the first paid annual charge and have not made substantial use of the Service, you may request a full refund of that charge.



- After the 7-day window, we may, at our discretion, refund the fees for complete unused months remaining in the annual term, less any discount you received for choosing annual billing and less applicable taxes already remitted.

Monthly plans

- Monthly fees are generally non-refundable once the billing month has begun; cancel before renewal to avoid the next charge.

Service issues, duplicate and erroneous charges

- If you are charged in error or charged twice for the same period, we will refund the incorrect amount in full.
- If the Service is materially unavailable for an extended period due to a fault on our side, we may, at our discretion, provide a service credit or a pro-rata refund for the affected period.

6. Non-refundable items

- amounts for a billing period already used (except as stated above);
- third-party or payment-gateway charges, and taxes already remitted to the authorities, where non-recoverable;
- any one-time or add-on services that have already been delivered or consumed.

7. How to request a refund

Email support@nammamedmate.com from your registered contact with your pharmacy name, registered account details, the charge date and amount, and the reason for the request. We may ask for additional verification to protect against fraud. We aim to acknowledge requests within three (3) business days.

8. Refund method and timeline

Approved refunds are made to the original payment method used for the charge. Once approved, refunds are typically processed within seven (7) to fourteen (14) business days, though the time for the amount to appear may depend on your bank or payment provider.

9. Price changes and downgrades

We may change plan prices with at least thirty (30) days' prior notice; changes apply from your next billing cycle. If you downgrade, the change generally takes effect from the next cycle and does not create a refund for the current period.

10. Chargebacks

If you have a billing concern, please contact us first — most issues are resolved quickly. Raising a chargeback without contacting us may lead to suspension of the Service pending resolution.

11. Contact and grievances

For billing, cancellation or refund questions, contact support@nammamedmate.com or +91 80 4567 8900. Unresolved grievances may be escalated to our Grievance Officer at grievance@nammamedmate.com.

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