Terms & Conditions

1. About these Terms

This website, www.pramodinidiagnostics.com (the "Website"), is owned and operated by **Pramodini Medicare Limited**, a company incorporated under the Companies Act and having its registered office at D. No. 29-4-54K, CSI Complex, Prakasam Road, Suryaraopet, Vijayawada – 520 002, Andhra Pradesh, India (CIN: U85110AP2000PLC035231) ("Pramodini", "we", "us", "our"). References to Pramodini include, where relevant, our group companies, Infer Radiological and Imaging Services Private Limited and Vista Pramodini Medicare Private Limited, and the diagnostic centres operated by us, including centres operated in partnership with government and private hospitals.

These Terms & Conditions ("Terms") govern your access to and use of the Website and any service you request through it, including booking an appointment, requesting home sample collection, contacting us, or accessing reports. By using the Website you agree to these Terms and to our Privacy Policy. If you do not agree, please do not use the Website.

We may update these Terms from time to time. The updated Terms take effect when posted on this page, and the "Last updated" date above will change. Continued use of the Website after that means you accept the updated Terms.

2. Not for medical emergencies

The Website is not meant for urgent or emergency medical needs. **In a medical emergency, call 108 or go to the nearest hospital immediately.**

3. Information only – not medical advice

Content on the Website, including descriptions of tests, scans, health packages and preparation instructions, is for general information only. It is not medical advice, diagnosis or treatment and does not replace consultation with a qualified doctor. Using the Website does not create a doctor–patient relationship. Please consult your doctor before deciding which test to take and to understand your results.

4. Eligibility

You must be at least 18 years old and legally able to enter into a contract to use the Website. Appointments or services for a person under 18, or for a person who cannot consent for themselves, must be booked by their parent, lawful guardian or authorised representative, who accepts these Terms on their behalf.

5. Appointments and bookings

- Appointment requests made through the Website are requests only. A booking is confirmed only when our team confirms it by phone, SMS, WhatsApp, Google RCS or email.
- Appointment times are indicative. Actual timing may vary due to emergencies, equipment availability, or the clinical needs of other patients.
- Some services, including MRI, CT, PET-CT, SPECT, nuclear medicine procedures, interventional radiology and certain laboratory tests, need a valid prescription or referral from a registered medical practitioner. We may decline or reschedule a service if the required documents are not provided.

- You must give accurate and complete information when booking. We are not responsible for delays or errors caused by incorrect or incomplete details.
- Services at centres operated within government hospitals may also be subject to the rules, schemes and eligibility criteria of the relevant government department or hospital.

6. Your responsibilities before a test

For your safety, you must:

- follow the preparation instructions given to you (for example, fasting, medication or hydration instructions);
- tell our staff **before** any X-ray, CT, mammography, PET-CT, nuclear medicine or other radiation-based procedure if you are or may be pregnant, or are breastfeeding;
- tell our staff **before** an MRI if you have a pacemaker, cochlear implant, metal implant, shrapnel, or any other implanted device or metal in your body;
- disclose known allergies (including to contrast agents), kidney problems, diabetes medication and other relevant medical history; and
- sign any consent forms required for the procedure.

We may refuse or postpone a procedure if we believe it is unsafe or if required information or consent is not given.

7. Prenatal sex determination is prohibited

Pramodini strictly complies with the Pre-Conception and Pre-Natal Diagnostic Techniques (Prohibition of Sex Selection) Act, 1994. **We do not detect or disclose the sex of the foetus by any means.** Any request to do so will be refused. Ultrasound records are maintained as required by law.

8. Home sample collection

- Home sample collection is available in selected areas and time slots only, and may carry an additional charge.
- You must provide a correct address, a reachable phone number, and a safe and hygienic place for collection.
- If our phlebotomist cannot reach you or cannot collect the sample due to reasons beyond our control, the visit may be rescheduled.
- Samples may be rejected and re-collection requested if they are insufficient, damaged, or compromised during collection or transport.

9. Reports

- Report delivery times shown or communicated are estimates. Some tests may take longer because of repeat testing, confirmation, specialist review, or sample referral to another accredited laboratory.
- Reports are released to the patient, the parent/guardian or authorised representative, and/or the referring doctor. We may ask for identity verification before releasing a report.
- Where reports are made available online or through WhatsApp, SMS or email, you are responsible for keeping your login details, links and devices secure.
- Results must be interpreted by a qualified doctor along with your clinical history. Laboratory and imaging tests have known technical limitations, and results may occasionally need correlation or repetition.

- Images and reports remain part of our medical records. Copies can be provided on request, and charges may apply for additional copies or films/CDs.

10. Prices and payment

- Prices shown on the Website for tests and health packages are indicative and may change without notice. The price applicable is the one confirmed at the centre at the time of service.
- Offers and discounts are subject to their own conditions and cannot be combined unless stated.
- Payment terms for government schemes, insurance, corporate tie-ups and PPP centres are governed by the relevant scheme or agreement.
- Where online payment is offered, it is processed by a third-party payment gateway. We do not store your full card or bank details.

11. Cancellations and refunds

- You may cancel or reschedule an appointment by calling us at least 2 hours before the scheduled time.
- If you have paid in advance and cancel before the sample is collected or the procedure begins, the amount will be refunded to the original payment method within 7–10 working days of approval.
- No refund is due once the sample has been collected or the procedure has started, except where the test cannot be performed because of a reason attributable to us.
- If a test cannot be completed because the patient did not follow preparation instructions or withheld relevant information, charges for consumables (such as contrast or radiopharmaceuticals already prepared) may be deducted.
- For refund queries, contact info@pramodinidiagnostics.com with your booking details.

12. Communications

By ticking the consent box on our forms or booking a service, you agree that we may contact you by phone, SMS, WhatsApp, Google RCS or email about your booking, reports and related services. You may opt out of promotional messages at any time by replying STOP or writing to info@pramodinidiagnostics.com. Service messages about an active booking or report may still be sent.

13. Acceptable use of the Website

You agree not to:

- give false information or impersonate another person;
- use the Website for any unlawful or fraudulent purpose;
- try to gain unauthorised access to the Website, its servers, or other users' information;
- upload viruses or harmful code, or interfere with the Website's operation; or
- copy, scrape or reproduce Website content for commercial use without our written permission.

14. Intellectual property

All content on the Website, including text, graphics, logos, the "Pramodini" name and marks, images and design, is owned by or licensed to Pramodini and protected by law. You may view and print pages for personal, non-commercial use only. Any other use requires our prior written permission.

15. Third-party links

The Website may link to third-party sites such as social media pages, maps or payment gateways. We do not control and are not responsible for their content or privacy practices. A link does not mean we endorse that site.

16. Investor information

Investor Relations content on the Website is provided for information in line with our disclosure obligations as a listed company. It is not an offer or invitation to buy or sell securities. For official disclosures, please also refer to filings on the stock exchange website.

17. Disclaimer of warranties

We try to keep the Website accurate and available, but it is provided on an "as is" and "as available" basis. We do not guarantee that it will be uninterrupted, error-free or free of viruses, or that all content is complete or current. We may change, suspend or discontinue any part of the Website at any time.

18. Limitation of liability

To the extent permitted by law, Pramodini will not be liable for any indirect, incidental or consequential loss arising from use of the Website or reliance on its content. Our total liability for any claim relating to a service shall not exceed the amount you paid for that specific service. Nothing in these Terms limits liability that cannot be limited under applicable law, or your rights as a consumer under the Consumer Protection Act, 2019.

19. Indemnity

You agree to indemnify Pramodini against any claims, losses or expenses arising from your breach of these Terms, misuse of the Website, or false information you provide.

20. Governing law and jurisdiction

These Terms are governed by the laws of India. Subject to applicable consumer protection law, courts at Vijayawada, Andhra Pradesh shall have exclusive jurisdiction.

21. Grievances and contact

For complaints or questions about these Terms or our services, contact our Grievance Officer:

- **Name:** Mr.Kalyan
- **Email:** info@pramodinidiagnostics.com
- **Phone:** +91 95052 22727 / Toll-free 0863 450 3399
- **Address:** Pramodini Medicare Limited, D. No. 29-4-54K, CSI Complex, Prakasam Road, Suryaraopet, Vijayawada – 520 002, Andhra Pradesh
- **Time:** Mon – Sat (10:00 – 19:00)

We will acknowledge complaints within 48 hours and aim to resolve them within 7 days.