

## Terms and Conditions

Dr Batra's XOGEN hair treatment comes with multiple treatment plans clubbed with 1 year Homeopathy service (Including medicines)

### Treatment plans & associated offers:

Treatment Plan	Offer Details
XOGEN 10	10 XO + 5 STM
XOGEN 10 +	10 XO + 5 STM Homeopathy 1 year products – 1 NG and 1 HK
XOGEN 20	20 XO + 10 STM Homeopathy 1 year products – 1 NG and 1 HK

### Objective

Dr Batra's® Positive Health Clinic Pvt. Ltd. is committed to delivering holistic health solutions for our patients. We are sincere healthcare provider, constantly striving to offer innovative healthcare and wellness solutions. These solutions combine the time-tested principles of homeopathy with innovative technology.

### Why this Terms & Conditions

To avoid any misuse of the said offer by any recipient of the treatment (patient) or any miscreant and/or any third-party directly and/or in-directly related to competitor companies offering same and/or similar treatment and/or individual(s) who have vested interest to hamper the brand image of Dr Batra's® Positive Health Clinic Pvt. Ltd.

### Money-back offer (XOGEN 20)

To request for money-back, registered patients must meet the below mentioned criteria:

#### Musts:

- Complete 1 year of homeopathy treatment
- Complete minimum 20 sessions of XOGEN
- Attend therapy/treatment sessions regularly as per protocol, without missing any session for more than 2 days
- Has to do the recommended investigations – within 1 week of recommendation
- Has to take supplements as prescribed by the doctor

**Money-back/refunds will not be processed in case (Non-eligibility criteria):**

- The patient gets diagnosed of any health condition during the treatment which require allopathic medication that can result to hair loss as a side effect
- Have shown visible results that includes:
  - Any clinical parameter getting better- Hair loss/Hair Pull Test/Dandruff
  - Any hair AI test parameter getting better - Hair thickness/Hair density/Hair score stability in pictures
  - Improvement in pictures

**Money-back clause:**

**All the criteria listed under “Musts” should be fulfilled by the patient and only if the patient doesn’t fall under non-eligibility criteria**

**All money-back requests shall be checked at level 1 by mentor and level 2 by Regional Mentor**

Level	Resolution
Level 1	Service Compensation a. 1 year of homeopathy medicine b. 5 complimentary sessions of XOGEN
Level 2	Refund of only XOGEN treatment price (minus mandatory deductions*)

**Timelines of the refund (if applicable): Within 30 days of refund application**

Any dispute regarding the treatment and refund shall be referred to sole arbitrator appointed by Dr Batra's® Positive Health Clinic Private Limited. The place of arbitration shall be Mumbai. The award passed by the arbitrator shall be final and binding upon the parties.