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Refund Policy

We are committed to complying with Australian Consumer Law.

- If goods or services are not delivered or received as expected, or are faulty, you are entitled to a refund.
- Refunds will not be provided where the request arises from reasons such as change of mind or incorrect selection.
- All refund requests will be assessed in line with consumer rights and our service obligations.

Disclaimers

We provide a service that allows you to obtain personalised, comprehensive diagnostics and insights about your health via online assessments and consultations with a medical practitioner (Services). If you require immediate medical attention, please contact your treating general practitioner or call 000.

If you are uncertain about the seriousness of your condition, the appropriateness or effectiveness of using our Services, or believe that you or another person is in an urgent, dangerous, or emergency situation, you should not use our Services and instead call 000 immediately or seek alternative and appropriate medical care.

As part of our Services, our role is limited to referring you to an applicable third-party Australian registered medical practitioner or specialist. The practitioner or specialist may, at their own discretion, provide alternative advice, medicines, or treatments. We do not accept responsibility for, nor do we make any guarantees about, the medical advice, products, or services provided by third parties (including medical practitioners).

Our after-hours service is available for existing patients of the General Practice only.

Cancellations

We may cancel your booking if you do not pay the required fee or if no medical practitioners are available to attend the consultation. In such cases, you will receive a full refund.

We also reserve the right to cancel a consultation in progress if:

- Your conduct towards the medical practitioner is abusive or inappropriate (no refund will be issued).
- Technical difficulties occur.
- The medical practitioner determines that the telehealth consultation is unsuitable.
- Your medical condition requires urgent in-person attention.

If cancellation is due to technical issues, practitioner determination of unsuitability, or the need for immediate in-person care, you will be entitled to a refund.