



Effective Date: 13/08/2025

Last Updated: 13/08/2025

Purpose

This Refund Policy explains the circumstances under which NuForm Health (Pty) Ltd (“**we**”, “**us**”, “**our**”, “**the practice**”) will issue refunds for consultations or services booked through our website or directly with the practice.

General Policy

We value your time and our practitioners’ time. Appointments are reserved exclusively for you, and late cancellations or missed appointments prevent us from assisting other patients.

Cancellation and Refund Terms

- If you cancel your appointment 12 hours or more before the scheduled time, you will be eligible for a full refund or rescheduling at no cost.
- If you cancel your appointment within 12 hours of the scheduled time, a reasonable cancellation fee of up to 100% of the consultation fee may apply.
- Missed appointments without prior notice are not eligible for a refund.

The amount of any cancellation fee will reflect the reasonable costs and loss of income caused by the cancellation. Refunds will not be withheld unfairly, and each case will be assessed on its merits.

Rescheduling

You may reschedule your appointment up to 12 hours before the scheduled time without incurring any fees. Rescheduling within 12 hours will be treated as a late cancellation and may incur a cancellation fee as set out above.

Refund Processing

When a refund is due, it will be processed within 7 to 10 business days to the original payment method used. If payment was made by electronic funds transfer, you may be asked to provide proof of bank account details to enable secure refund processing.

Exceptions

We understand that emergencies or unforeseen events can occur. At our sole discretion, the practice may reduce or waive the cancellation fee or issue a partial or full refund in exceptional circumstances. Supporting documentation may be requested where appropriate.

Non-Refundable Items

Payments for completed consultations, diagnostic tests, prescribed products, or digital programmes already delivered are non-refundable unless required by law or medical-ethical standards.

Contact Information

For questions about this Refund Policy, please contact us:

Email: dr.melissa@nuformhealth.co.za

Phone: +27 68 948 1808

Address: 26 Russell Street, Worcester, 6850

Policy Review and Updates

We reserve the right to amend this Refund Policy from time to time to reflect legislative changes or operational improvements. The latest version will always be available on our website or at the practice.