

CANCELLATION POLICY

Effective Date: 1st May 2026

This Cancellation Policy (“Policy”) governs cancellation requests, subscription cancellations, consultation cancellations, medication-order cancellations, rescheduling requests, failed deliveries, and related operational matters concerning the use of the Zelta platform, website, telemedicine services, subscription services, consultations, pharmacy fulfilment coordination, and related services (collectively, the “Platform” or “Services”) operated by Upsurge Labs LLP, a limited liability partnership registered under the laws of India, having its registered office at 13, 80 Feet Rd, 3rd Floor Above Aurum Fitness, Koramangala, Bangalore - 560034 (hereinafter referred to as “Zelta”, “Company”, “we”, “us”, or “our”).

By accessing or using the Platform, enrolling in subscription plans, booking consultations, or placing medication-related orders, the User acknowledges that they have read, understood, and agreed to this Cancellation Policy.

1. GENERAL PRINCIPLES

Zelta operates within a healthcare, telemedicine, pharmacy-coordination, and subscription-based treatment ecosystem involving:

- licensed medical practitioners;
- prescription-only medications;
- telemedicine consultations;
- healthcare operational coordination;
- pharmacy fulfilment;
- and cold-chain logistics.

Certain Services facilitated through the Platform involve:

- healthcare consultations;
- treatment-management workflows;
- prescription-based medications;
- and temperature-sensitive pharmaceutical products.

Accordingly, cancellation eligibility and operational feasibility may vary depending upon:

- the nature of the Service;
- consultation status;
- treatment stage;
- prescription status;
- medication dispatch status;
- pharmacy processing;
- and operational or regulatory considerations.

The Company reserves the right to review cancellation requests on a case-by-case basis in accordance with this Policy, applicable law, patient-safety considerations, pharmaceutical handling requirements, and operational feasibility.

2. CONSULTATION CANCELLATIONS

2.1. Cancellation Before Scheduled Consultation

Users may request cancellation or rescheduling of consultations before the scheduled consultation time.

Where cancellation requests are made within reasonable timelines before the consultation:

- rescheduling may be permitted;
- consultation credits may be issued;
- or cancellation requests may be processed subject to operational feasibility.

The Company reserves the right to determine whether consultation fees remain:

- fully chargeable;
- partially refundable;
- or adjustable against future consultations,

depending upon:

- Specialist scheduling;
- operational coordination;
- and notice timelines.

2.2. Late Cancellations

Where Users:

- cancel consultations shortly before the scheduled consultation;
- repeatedly reschedule;
- fail to cooperate with scheduling processes;
- or materially disrupt operational coordination,

the Company may:

- impose rescheduling restrictions;
- forfeit consultation fees;
- deny repeated cancellation requests;
- or apply operational charges.

2.3. Missed Consultations & No-Shows

Where a User:

- fails to attend a scheduled consultation;
- remains unavailable;
- fails to join within the applicable waiting period;
- or repeatedly misses scheduled appointments,

such consultation may be treated as a no-show.

No-show consultations may:

- be forfeited;
- require rebooking charges;
- or become non-refundable,

subject to operational and scheduling considerations.

2.4. Platform or Specialist-Related Cancellations

Where consultations are cancelled due to:

- Platform-related technical failures;
- Specialist unavailability;
- operational disruptions attributable to the Company;
- or material scheduling issues caused by the Platform,

the Company may:

- reschedule the consultation;
- issue consultation credits;
- or provide partial or full refunds,

depending upon the circumstances.

3. SUBSCRIPTION CANCELLATIONS

The Platform may offer recurring subscription plans involving:

- consultations;
- follow-up care;
- treatment management;
- medication coordination;
- logistics support;
- and healthcare-support services.

By enrolling in recurring subscription plans, the User expressly authorises recurring automated billing in accordance with the applicable subscription plan.

3.1. Cancellation Before Renewal

Users may cancel recurring subscription plans before the next billing cycle by:

- accessing applicable account settings;
- contacting customer support;
- or using available cancellation mechanisms on the Platform.

Where cancellation is processed before the next renewal date:

- future recurring charges may not apply;
- however, already processed payments may remain non-refundable except where otherwise required under applicable law or expressly approved by the Company.

3.2. Cancellation After Billing Cycle Commences

Once:

- a subscription cycle has commenced;
- consultations have been scheduled;
- operational workflows have been initiated;
- medication coordination has begun;
- or treatment-management services have been activated,

the Company reserves the right to:

- deny full cancellation requests;
- issue partial credits only;
- deduct operational charges;
- or continue limited Services until the end of the applicable billing cycle.

3.3. Suspension or Discontinuation of Treatment

The treating Specialist may:

- suspend treatment;
- modify prescriptions;
- discontinue medications;
- or determine that treatment is medically unsuitable,

at any stage based upon clinical judgment.

Such decisions shall not automatically entitle the User to:

- full subscription cancellation refunds;
- compensation;

- or reversal of consultation charges already incurred.

4. MEDICATION ORDER CANCELLATIONS

Prescription medications facilitated through the Platform may involve:

- personalised prescriptions;
- healthcare regulatory restrictions;
- pharmacy verification;
- and cold-chain handling requirements.

Accordingly, medication-order cancellations are subject to strict operational limitations.

4.1. Cancellation Before Pharmacy Processing

Where medication orders have not yet:

- been verified;
- processed;
- dispensed;
- packaged;
- or prepared for dispatch,

the Company may permit cancellation requests subject to:

- operational feasibility;
- pharmacy approval;
- and applicable administrative charges.

4.2. Cancellation After Dispatch

Once medications have:

- been dispensed;
- entered dispatch workflows;
- or been handed over for delivery,

such orders shall generally become non-cancellable due to:

- pharmaceutical safety requirements;
- cold-chain integrity obligations;
- healthcare regulations;
- and patient-safety considerations.

4.3. User-Caused Delivery Failures

The Company and pharmacy partners shall not be responsible for:

- failed deliveries;
- medication spoilage;
- or compromised pharmaceutical integrity

resulting from:

- delayed acceptance;
- refusal to accept delivery;
- incorrect address details;
- repeated unavailability;
- or other user-caused failures.

In such circumstances:

- reattempt charges may apply;
- replacement costs may be recoverable;
- and cancellation requests may be denied.

5. RESCHEDULING

Users may request rescheduling of consultations subject to:

- Specialist availability;
- operational feasibility;
- scheduling timelines;
- and Platform policies.

Repeated or excessive rescheduling requests may:

- attract operational restrictions;
- result in forfeiture of consultation slots;
- or lead to temporary suspension of scheduling privileges.

6. COMPANY RIGHTS

The Company reserves the right to:

- suspend or terminate Services;
- cancel consultations;
- discontinue treatment programmes;
- restrict access;
- modify scheduling;
- or refuse continued Services,

where:

- fraud is suspected;
- misuse is identified;
- patient-safety concerns arise;
- regulatory restrictions apply;
- operational feasibility becomes impractical;
- or continuation of Services becomes commercially or legally unsustainable.

The Company may also suspend or restrict Services where:

- abusive conduct occurs;
- payment disputes arise;
- fraudulent chargebacks are initiated;
- or operational misuse is reasonably detected.

7. FORCE MAJEURE & OPERATIONAL DISRUPTIONS

The Company shall not be responsible for cancellation delays, scheduling disruptions, or operational interruptions arising from:

- internet failures;
- technology disruptions;
- governmental restrictions;
- regulatory changes;
- natural disasters;
- public-health emergencies;
- pharmacy disruptions;
- logistics interruptions;
- or events beyond reasonable operational control.

In such situations, the Company may:

- reschedule Services;
- suspend operations temporarily;
- delay deliveries;
- or modify operational timelines.

8. REFUND RELATIONSHIP

Cancellation requests and refund eligibility shall be governed together with the applicable Refund Policy.

Submission of a cancellation request does not automatically guarantee:

- refund approval;
- reversal of charges;

- or waiver of operational or healthcare-related costs.

9. LIMITATION OF LIABILITY

To the maximum extent permissible under applicable law, and subject to non-excludable statutory rights:

- the Company does not guarantee approval of cancellation requests;
- cancellation processing may depend upon medical, pharmaceutical, operational, logistics, and regulatory considerations;
- and the Company shall not be liable for indirect, consequential, incidental, or third-party losses arising from cancellations, scheduling changes, or treatment discontinuation.

Nothing contained in this Policy excludes rights that cannot lawfully be excluded under applicable law.

10. POLICY MODIFICATIONS

The Company reserves the right to modify, revise, update, or amend this Cancellation Policy from time to time.

Updated versions shall become effective upon publication on the Platform unless otherwise required under applicable law.

Continued use of the Platform following publication of revised versions constitutes acknowledgment and acceptance of the updated Cancellation Policy.

11. CONTACT & GRIEVANCE

For cancellation-related requests, subscription management, scheduling concerns, or operational grievances, Users may contact:

Email: info@zelta.in

Support: +91 9980308701

The Company shall endeavour to review and address requests within reasonable operational timelines.

12. USER ACKNOWLEDGMENT

By accessing or using the Platform, the User acknowledges and agrees that:

(a) prescription medications may involve strict pharmaceutical and cold-chain handling restrictions;

- (b) recurring subscription billing may apply in accordance with selected subscription plans;
- (c) completed consultations and activated healthcare services may become non-cancellable;
- (d) dispatched medications may generally become non-cancellable due to healthcare and pharmaceutical safety considerations;
- (e) treatment continuation remains subject to the independent clinical judgment of the treating Specialist;
- (f) cancellation eligibility may depend upon operational, pharmaceutical, medical, logistics, and regulatory considerations;
- (g) Users are responsible for promptly accepting deliveries and providing accurate scheduling and delivery information; and
- (h) the User has read, understood, and voluntarily accepted this Cancellation Policy.