

**Singapore College of Traditional Chinese Medicine
TCM Medical & Health Care Centre**

Procedure for Exchanges, Transfers and Refunds

Doc. Code: Proc-ETR
REV: 0

Date: 01/10/2022

1. Exchanges
 - 1.1 No exchange between packages shall be permitted.
2. Transfer
 - 2.1 Transfer of any unused portion of a service package between individuals is permitted only for the same service within one year from the date of purchase of the service package.
 - 2.2 Transfer of any unused portion of a service package to a package of a different service is not permitted.
 - 2.3 All transfer requests shall be processed within 14 working days, excluding public holidays.
3. Refund
 - 3.1 As part of the service guarantees, a cooling-off period of 5 working days (exclusive of Saturdays, Sundays, and Public Holidays) from the day of purchase of a service package shall be provided to allow customers to seek full refund of payment made if they do not wish to proceed with the services offered. In the event that any portion of the package has been used within the cooling period, only unused portion of the package shall be eligible for refund.
 - 3.2 No refund shall be entertained after the cooling-off period.
 - 3.3 All refund requests shall be processed within 14 working days, excluding public holidays.