

Cancellation & Refund Policy

Last Updated: 5 October 2026

Welcome to Bonniepet.

We strive to provide a seamless and professional teleconsultation experience for pet owners and veterinarians. Please read our policy regarding cancellations, failed connections, and refund processing timelines carefully.

Important Note for International Users

All consultation fees, charges, and refunds on Bonniepet are in **Indian Rupees (INR / ₹)**. All refund timelines in this policy follow **standard Indian banking and interbank clearing cycles** and are counted in Indian working days, meaning days on which banks in India are open for business, excluding Sundays and bank holidays in India.

If you pay with a card issued outside India, your bank or card issuer may convert the ₹ amount into your local currency. Exchange rates and any related bank or card fees are set by your bank, so the amount on your statement may differ from the ₹ amount charged or refunded.

1. Consultation Cancellations by the User

- **Advance Cancellations:** You can cancel a scheduled teleconsultation appointment up to 2 hours before the scheduled time slot and receive a full (100%) refund, in Indian Rupees (₹), to your original payment source.
- **Late Cancellations:** Cancellations made less than 2 hours before the scheduled appointment time may be subject to a nominal platform convenience fee (charged in ₹), or may be deemed non-refundable at the sole discretion of the platform, because the veterinarian's time slot was actively reserved.

2. Technical Failures & Disconnections

- If a teleconsultation call cannot be initiated or is permanently disconnected due to a verified technical malfunction on our platform's end, or due to the veterinarian's network connectivity, you will be entitled to a full refund (in ₹) or a free rescheduled appointment at no extra cost.
- No refunds will be issued if the cancellation or connection failure is a direct result of an unstable internet connection on the user's or pet owner's side.

3. Quality Disputes and Review Window

- **The 24-Hour Review Window:** If you are dissatisfied with the quality of the consultation, or if the veterinarian fails to show up for the call, you must file a formal complaint or low-rating dispute within 24 hours of the scheduled call completion.
- **Dispute Handling:** Once a dispute is raised, our platform administration team will review the consultation logs and feedback within 24 to 48 hours.
- **Resolution:** If your claim is found to be valid, a full refund (in ₹) will be authorized. If the consultation went smoothly and met professional standards, the standard payout will proceed.

4. Refund Processing Timelines (As per Indian Banking Networks)

- Once a refund is approved by our platform administration, the refund instruction is immediately sent to our payment processor, PayU India.
- Refunds are processed in Indian Rupees (₹) and credited automatically to your original payment method (UPI, linked bank account, credit/debit card, or net banking).
- Due to standard interbank clearing cycles in India, approved refunds generally take 5 to 7 working days to reflect in your bank statement. Working days are counted as described in the Important Note above, and actual timing depends on your bank or card issuer.