

# **Techclinic Connect Pvt Ltd (Shreshtha Knee Expert) - Advertising and Contacting Terms & Conditions**

## **1. Scope of Advertising**

- **Ad Platforms:** We advertise on Facebook, Google, Instagram, and other online platforms using ad formats such as Reach Ads, Call Ads, Lead Ads, Display Ads, and other types as available. By interacting with any of our ads, you agree to these terms and conditions.
- **Data Collection and Use:** By engaging with our ads or sharing your details through any of our ad campaigns, you agree that:
  - **Data Usage:** Your data may be used for contacting you about Shreshtha Knee Expert treatments, follow-up calls, research publications (post-treatment), and contacting you for offerings from other Techclinic Connect Pvt Ltd business units.
  - **No Opt-Out Mechanism:** Once you provide your data, there is no mechanism to stop further contact. You acknowledge and agree that Techclinic Connect Pvt Ltd reserves the right to contact you at any time, unless legally restricted.
- **Note:** Your consent to share your data with us for these purposes is binding, and by interacting with our ads, you agree to this use of data without restrictions on frequency or method of contact.

## **2. Refund and Payment Policy**

- **No Refund Based on Treatment Outcome:** By availing of our services, you agree that there is no "No Cure, No Payment" clause. Dissatisfaction with the treatment outcome does not entitle you to a refund for the utilized services.
- **Staff or Vendor Promises:** You acknowledge that no verbal or written commitments made by any staff, vendor, or external worker associated with Techclinic Connect Pvt Ltd will entitle you to a refund or payment guarantee based on treatment outcome. Any such discussions are invalid, and you cannot use them as a basis for any claim.
- **Money-Back Guarantee:** We provide a Money-Back Guarantee under the following conditions only:
  - **Excess Payment:** If you have made a double or excess payment.
  - **Unused Treatment:** If you prepaid for treatment but did not utilize it.
- **This guarantee does not extend to treatment outcomes and only applies to unutilized services or duplicate payments. Any refund related to unused funds or overpayment does not imply any treatment success guarantee.**

## **3. No Guarantees on Treatment Results**

- **Treatment Recovery Disclaimer:** We do not provide any guarantees, written or implied, for the recovery or improvement of your medical condition. Recovery and results vary from patient to patient, and any statements regarding treatment effectiveness are based on general trends, not individual results.
- **Unauthorized Guarantee Claims:** If any staff member, vendor, or affiliate claims that Techclinic Connect Pvt Ltd guarantees specific health outcomes or cures, this claim is unauthorized. You should disregard such claims and immediately report the issue in writing to [contact@techclinic.co.in](mailto:contact@techclinic.co.in). Such claims are not binding on the company.

#### **4. Ad Content Complaints and Dispute Resolution**

- **Ad Content Objections:** If you find any content in our advertisements objectionable, misleading, or inaccurate, you must notify us in writing at [contact@techclinic.co.in](mailto:contact@techclinic.co.in). We will have 30 days to review, correct, or clarify the advertisement or address your concerns. If a resolution is not reached within 30 days, you agree to submit any further disputes to the courts of Thane, Maharashtra for legal adjudication.

#### **5. Research Publications and Efficacy**

- **Published Research:** We have published research demonstrating the efficacy of Shreshtha Knee Expert's Regeneration Therapy for knee gap correction. If you have any questions, concerns, or doubts regarding this research, you must contact us in writing at [contact@techclinic.co.in](mailto:contact@techclinic.co.in) and allow us 30 days to respond.
- **Post-Response Complaints:** If after 30 days you are still dissatisfied with the response or the research conclusions, you may file a formal complaint with the Medical Council of India, the State Medical Council, or the courts of Thane, Maharashtra.

#### **6. Accurate Information and Liability**

- **Accurate Contact Information:** By interacting with our ads and providing contact details, you confirm that the contact information you provide belongs to you. If the contact information provided belongs to someone else, either intentionally or unintentionally, you agree to bear full responsibility for any legal or personal consequences that arise from providing incorrect or false data. Techclinic Connect Pvt Ltd will not be held liable for any misuse, errors, or actions resulting from inaccurate contact information provided by you.
- **Third-Party Liability:** We are not responsible for how third-party ad platforms (such as Facebook, Google, etc.) handle your data. If you have concerns about how your data is being handled or wish to stop seeing our ads, you must contact the relevant platform directly. We cannot control how these platforms target and display ads.

## 7. Platform Control and Ad Display

- **Platform Limitations:** Techclinic Connect Pvt Ltd does not have complete control over where and to whom the ad platforms (Facebook, Google, etc.) show our ads. If you wish to stop seeing our ads, you are responsible for contacting the respective platform (e.g., by updating your ad preferences). We cannot guarantee that our ads will not be displayed to you in the future if the platform continues to serve them.
- **Responsibility for Ad Display:** We make no guarantees about where our ads will be displayed. You acknowledge that by using ad-supported platforms, you may see our advertisements, and Techclinic Connect Pvt Ltd cannot be held responsible for how often or to whom these ads are shown.

## 8. Communication with Patients

- **No Contact Restrictions:** By interacting with our ads or providing your information, you consent to receiving communications from us without any restriction on frequency or type of contact. This communication may include emails, SMS, phone calls, or other digital means for promotional purposes, follow-ups, research-related inquiries, or contact from other business units of Techclinic Connect Pvt Ltd.
- **Consent for Ongoing Contact:** Once you have provided your details, there is no mechanism to restrict or stop contact. You agree to this ongoing communication and acknowledge that we will not honor any requests to cease contact.

## 9. Legal Jurisdiction

- **Exclusive Jurisdiction:** All disputes, claims, or issues arising from these terms and conditions or from your interaction with our ads and services shall be subject to the exclusive jurisdiction of the courts located in Thane, Maharashtra, India. You waive any objections related to jurisdiction or venue, including objections based on inconvenient forum.

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### Contact Information:

For any queries, complaints, or clarifications, please contact us in writing at:  
[contact@techclinic.co.in](mailto:contact@techclinic.co.in).

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These terms and conditions are legally binding and constitute a complete agreement between you and Techclinic Connect Pvt Ltd (Shreshtha Knee Expert) concerning our advertising, communication, and refund policies.