

Cancellation & Refund Policy

Aikyaa Heart Health & Wellness PLLC

Effective Date: April 1, 2026

Last Updated: June 2, 2026

Overview

This policy outlines the cancellation, rescheduling, and refund terms for programs offered by Aikyaa Heart Health & Wellness PLLC (“Aikyaa”).

This policy applies to all programs unless otherwise specified.

Policies may vary by program type. Please review the applicable section below.

Clinical Consultative Pathway (Texas Only)

This section applies to the **following clinical programs**:

- **Aikyaa Signature Cardiometabolic Program (6-month consultation program)**
- **Aikyaa South Asian Heart Initiative (SAHI) Program (6-month consultation program)**
- **Aikyaa Consultation Program (one-time consultation program)**

These are structured, physician-led, consultative services delivered via telehealth.

The 6-month Consultation Programs:

For the **Aikyaa Signature Cardiometabolic Program** and the **Aikyaa South Asian Heart Initiative (SAHI)** Program, the program is considered to begin on the date of the first scheduled consultation.

Cancellation and Refund Policy:

- If cancellation occurs at least 48 hours prior to the first scheduled consultation, a full refund of all program fees, including the enrollment fee, will be issued.
- If cancellation occurs between 24 and 48 hours prior to the first scheduled consultation, program fees will be refunded; however, the enrollment fee is non-refundable.
- If cancellation occurs less than 24 hours prior to the first scheduled consultation, the program is considered initiated.
- If a participant cancels after the program has commenced, the enrollment fee and fees for services already provided are non-refundable. Any future monthly installments will be canceled, and no additional charges will be applied.
- Access to program services, including clinical visits, communication, and program materials, will end as of the cancellation date.

Missed Appointments and Late Cancellations:

- Appointments missed or canceled with less than **24 hours' notice** are considered completed and are **non-refundable**.
 - One (1) complimentary reschedule is permitted per program, subject to scheduling availability.
 - Additional rescheduling requests may incur a **\$50 rescheduling fee**.
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Aikyaa Consultation Program

- One-time consultations may be canceled or rescheduled with at least 24 hours' notice for a full refund.
 - Consultations canceled with less than 24 hours' notice, or missed without notice, are non-refundable.
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Guided Educational Pathway (Nationwide)

This section applies to the **following educational programs:**

- **Aikyaa Cardiometabolic Foundations Program (24-week, self-guided, online program)**

- **Aikyaa Community Health Guidance Sessions (In-person or virtual talks, seminars, workshops, presentations, webinars, and similar educational health guidance sessions)**
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Cardiometabolic Foundations Program

This includes the 24-week, self-guided, physician-designed, online educational program.

Refund Policy:

- All sales are final.
- Because these programs provide immediate access to educational content and structured program delivery, the one-time enrollment/program fee is non-refundable.

Participation and Access:

- Program communications (including emails and educational content) will continue for the defined program duration.
- Participants may unsubscribe from emails at any time.
- Access to included content and sessions remains available for the duration of the program.

No refunds will be provided if a participant chooses not to continue or does not engage with the program.

Aikyaa Community Health Guidance Sessions

This includes **In-person or virtual talks, seminars, workshops, presentations, webinars, and similar educational health guidance sessions.**

Refund Policy:

- All registrations are non-refundable.
- Participants are encouraged to review event details carefully prior to registration.

Program Cancellation by Aikyaa:

If a session is canceled by Aikyaa Heart Health & Wellness PLLC due to unforeseen circumstances:

- A full refund will be issued
- **or**
- The participant may be offered the option to transfer registration to a future session, if available

General Terms & Contact Information

- All cancellation requests must be submitted through designated communication channels (patient portal or official email: doctorpurnima@aikyaahearthealth.com)
 - Refunds, when applicable, will be processed within a reasonable timeframe using the original method of payment
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Policy Updates

Cancellation and refund policies are subject to change.

Participants are encouraged to review the most current version of this policy on the website and during the enrollment process prior to confirming participation.

Acknowledgment

By enrolling in any Aikyaa Heart Health & Wellness PLLC program, you acknowledge that you have reviewed and agree to this Cancellation & Refund Policy.

Definition

“Aikyaa” refers to Aikyaa Heart Health & Wellness PLLC.

