

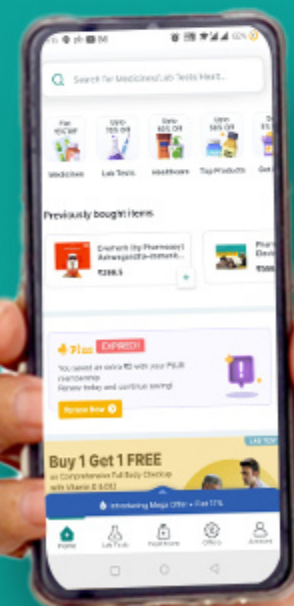


# SBI - User Manual

(Member)



India's #1 Online  
Healthcare Platform





# Age Friendly Ordering

Now Only On PharmEasy!





## Additional Benefits From PharmEasy To SBI Pensioners

Offer Category	Offer Structure	Coupon Code	Validity	Know More
Lab Test	Full Body Comprehensive test worth ₹4899 at only ₹999	SBILAB999	31st Dec, 2024	<a href="#">Click Here</a>
Lab Test	Flat ₹600 off on lab tests above ₹1799	SBILAB600	31st Dec, 2024	<a href="#">Click Here</a>
Lab Test	Buy One Get One free on health checkups above ₹1499	SBILABFREE	31st Dec, 2024	<a href="#">Click Here</a>
Private Label	Extra ₹300 off on purchase of ₹1499 on Health and Nutraceuticals Products	PESBI300	31st Dec, 2024	<a href="#">Click Here</a>

*\*Please note, these offers and services are not covered under SBI wallet scheme for pensioners.*





# India's #1

## Online Healthcare Platform





## Vision

Build India's Largest  
Digital Healthcare Platform

## Mission

Simplifying Healthcare,  
Impacting Lives





## Helping India Meet Healthcare Needs Safely!



Medicines



Healthcare  
Products



Diagnostic  
tests

Orders delivered safely to customers in **19000+ PIN codes**

**#BetterTogether!**



# Scale & Platform Strength – At a Glance



**5,229**  
Active  
Wholesalers



**4,200**  
Prescribing  
Doctors



**1,648**  
Hospitals  
Serviced



**112,849**  
Active  
Pharmacies



**22.4 million**  
Digital Prescriptions  
Generated



**131 million**  
Clinical Investigations  
performed



**4.9 million**  
eConsultations  
Conducted



## Customer Delight Experience



**<20 Sec**

Average wait time for calls

**200**

Agent strength for Support

**200**

Agents strength for order processing

**24/7**

Customer Care Support

**10+**

Language Support



# Warehouse



Automated HVAC System



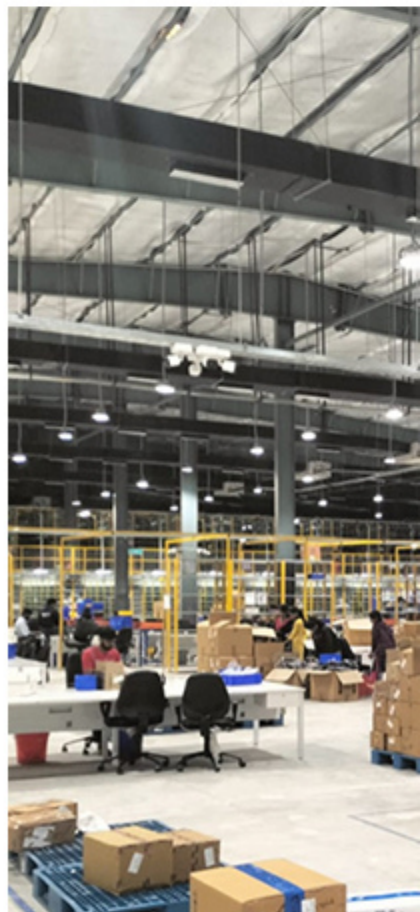
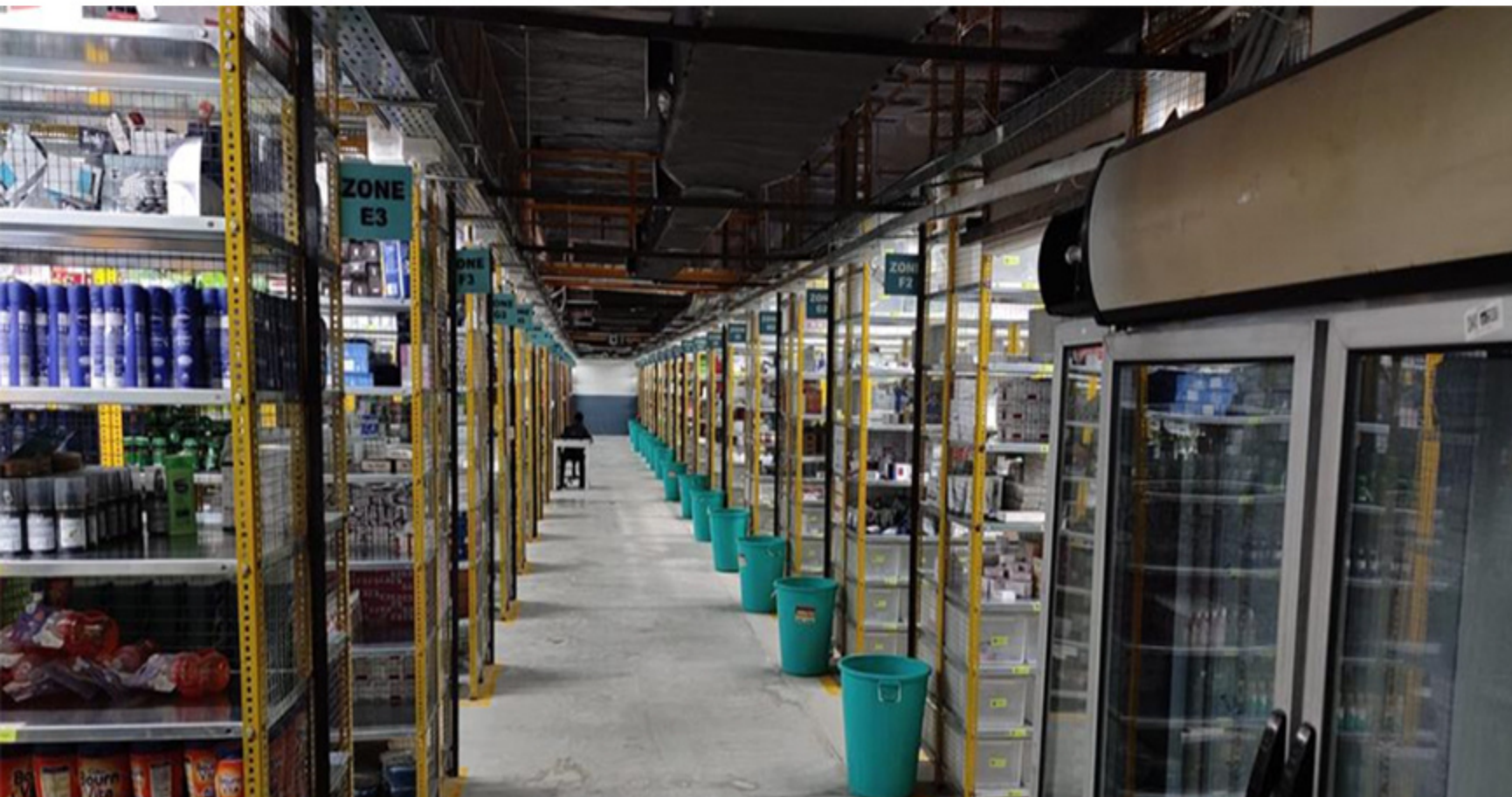
Temperature-regulated warehouse



State-of-the-art technology



Completely insulated warehouse

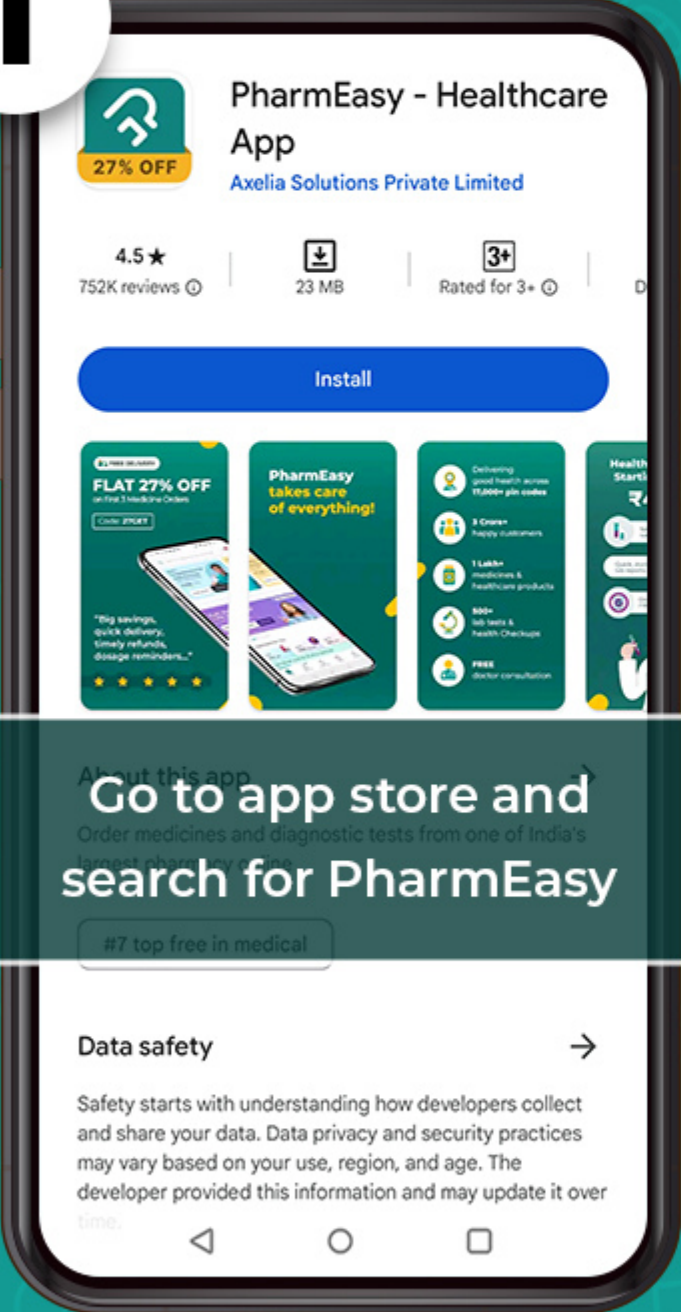




## **How To Sign Up On PharmEasy App**

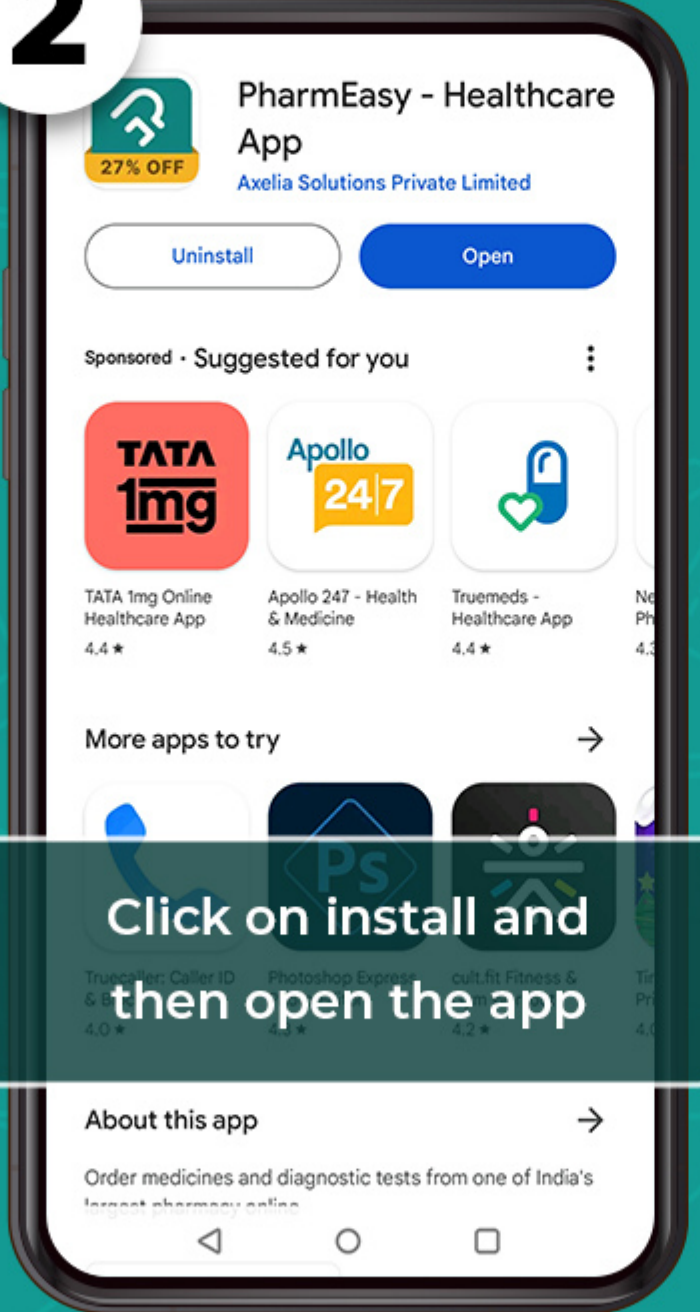


**1**



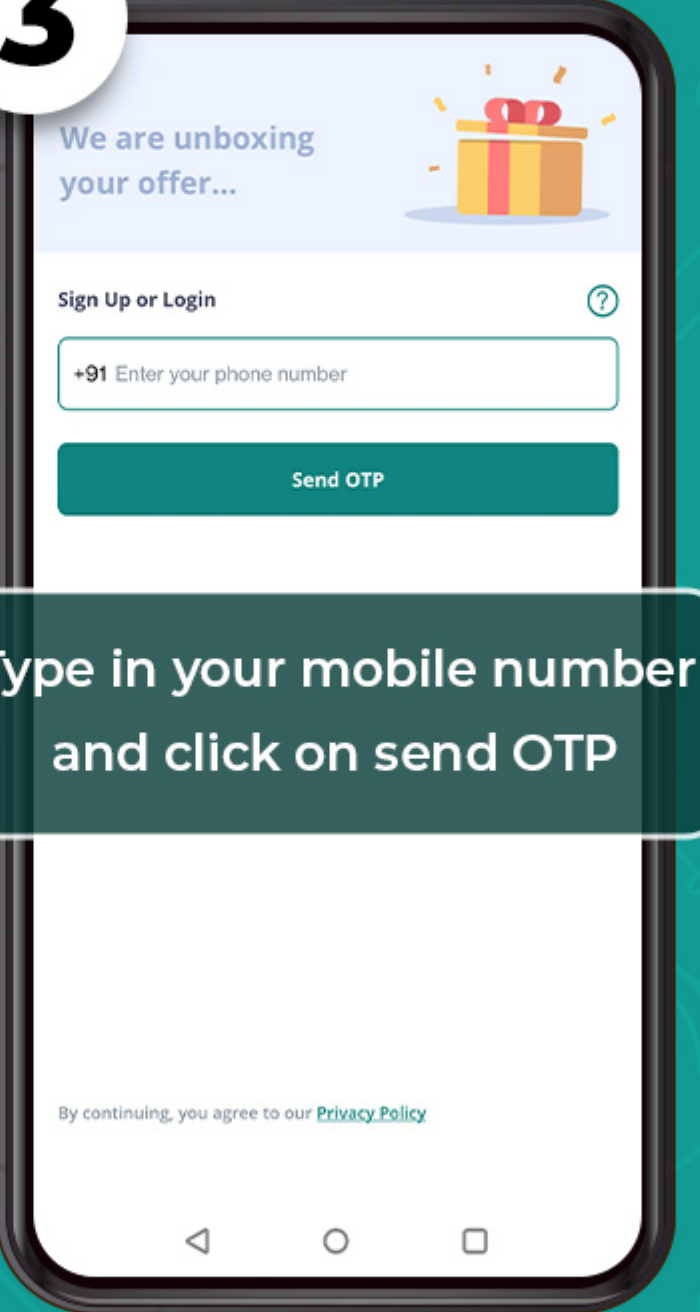
**Go to app store and search for PharmEasy**

**2**



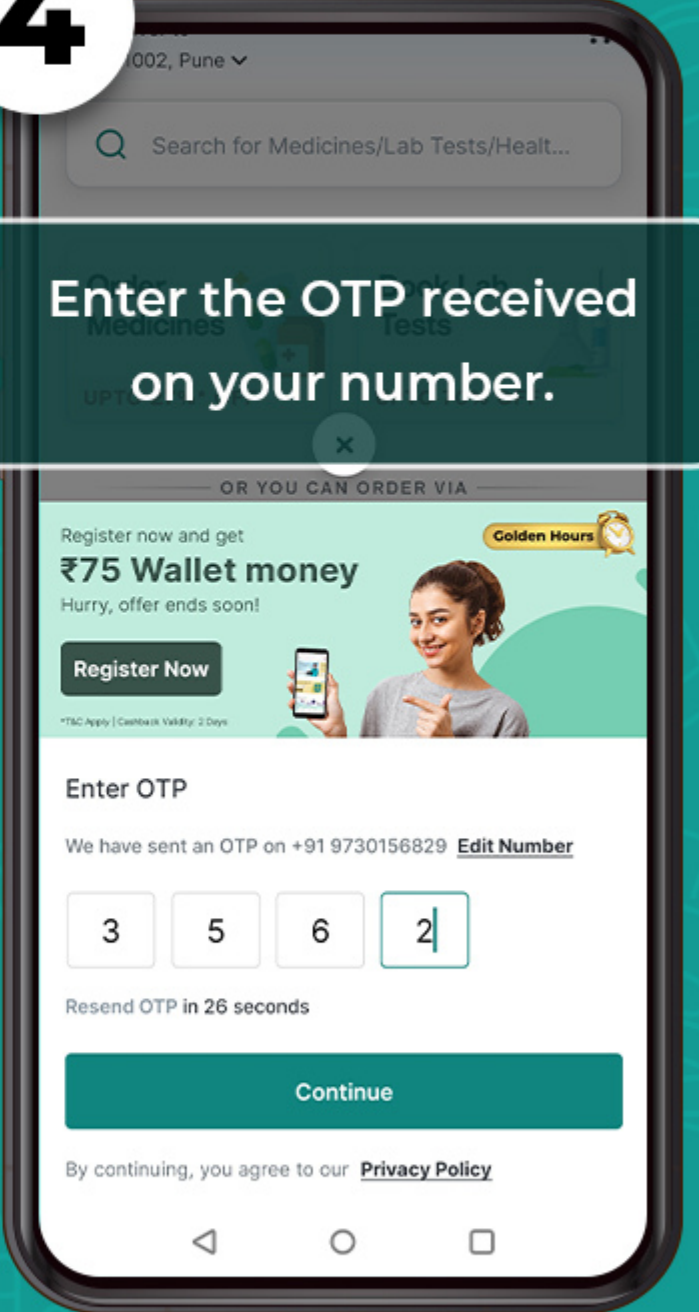
**Click on install and then open the app**

**3**



**Type in your mobile number and click on send OTP**

**4**

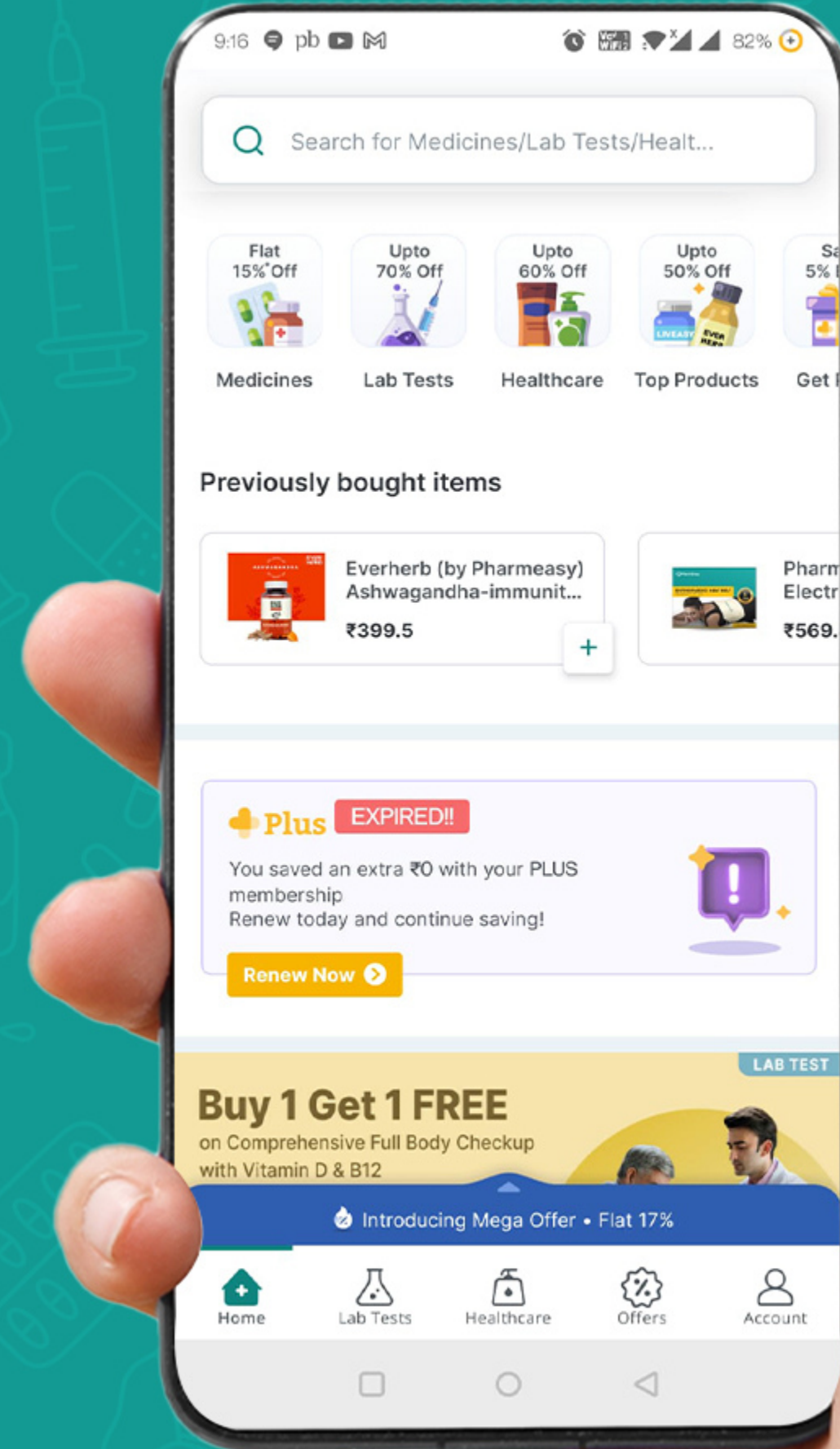


**Enter the OTP received on your number.**



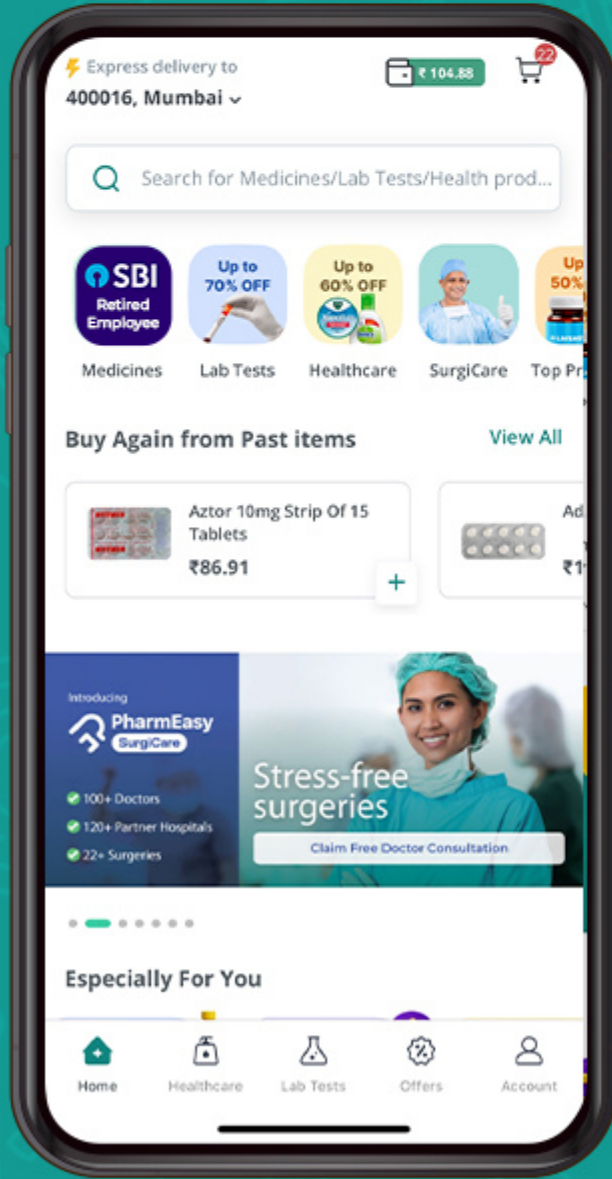
# HURRAY!

## Welcome to PharmEasy Family

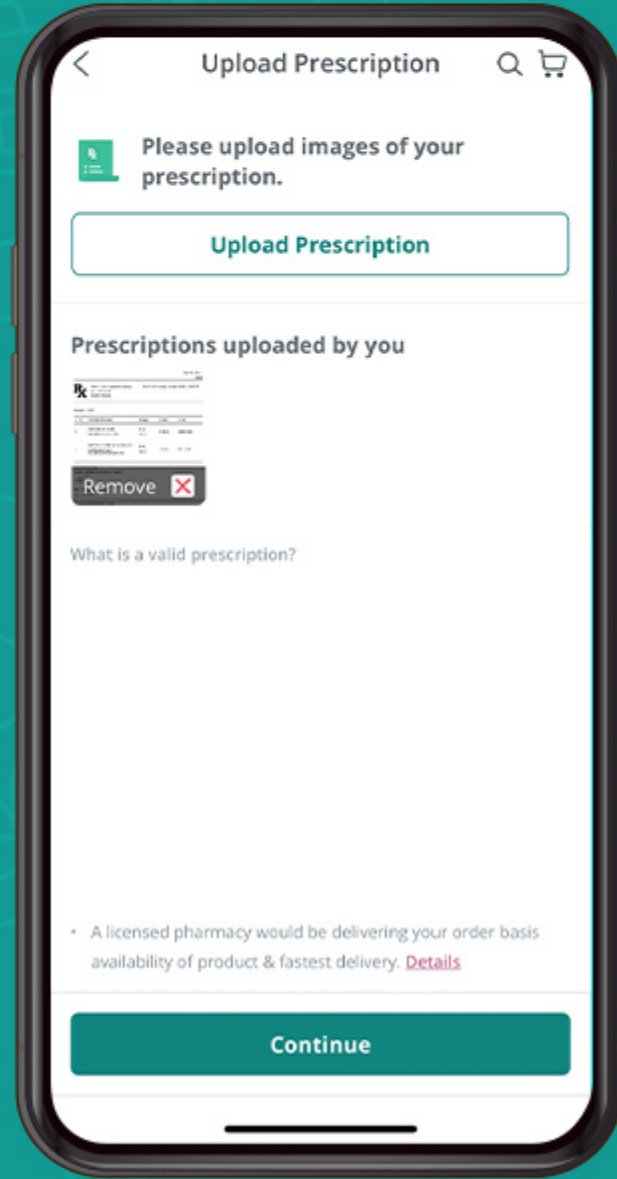
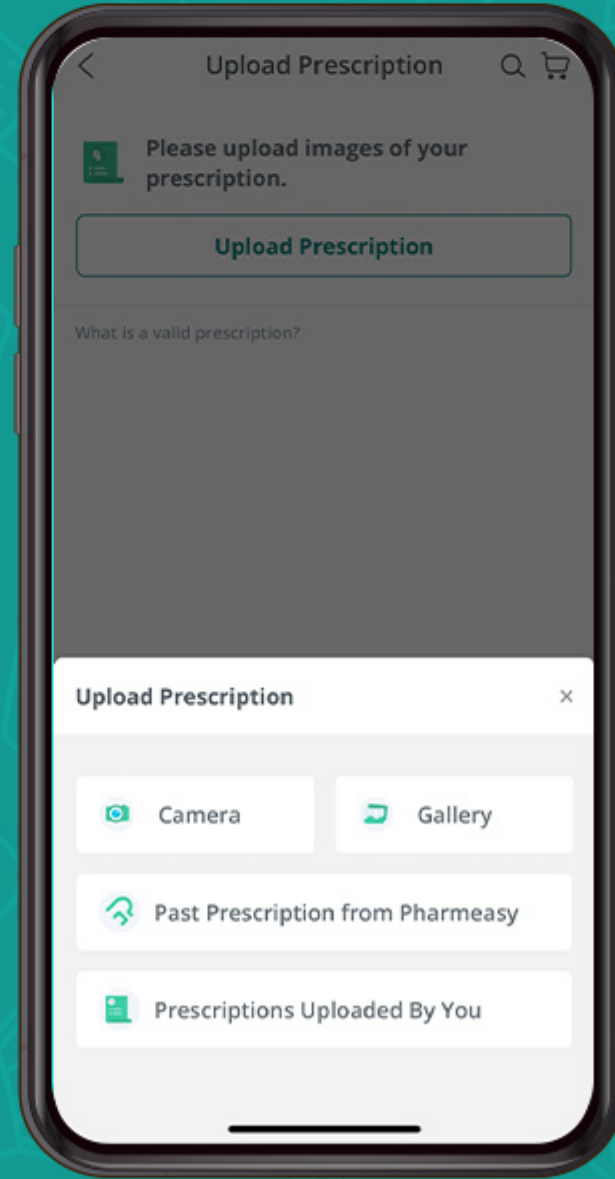
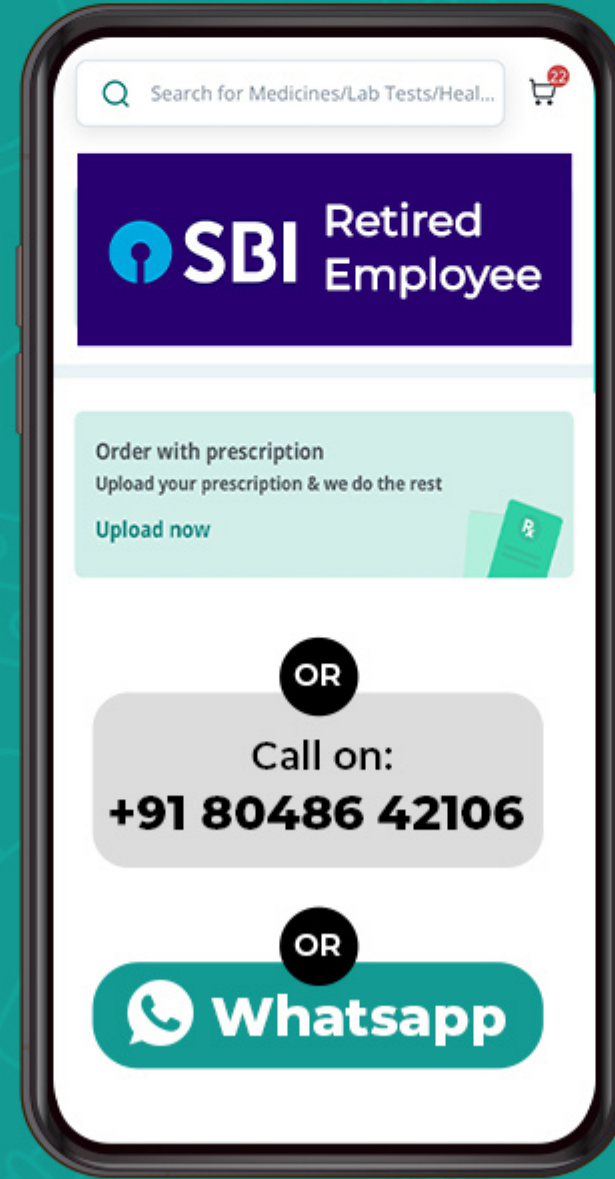




# Process Flow Chart



**Exclusive App Experience For Retired SBI Employees**





## Ways To Order



Order On call



WhatsApp Us



Order Via App



## Order Workflow: Order On Call



**Call on +91 80486 42106**

**Call received  
from the  
pensioner**



**Agent explains  
the process and  
place the order**



**Order Processing**



**Order Fullfilled**



## Grievances & Escalation

<b>Level 1</b>	Pharmeasy Helpline ( 24 x 7 )	+91 7666100300 / care@pharmeasy.in
<b>Level 2</b>	Account Manager - Sunita Saini	sunita.saini@aarman.in
<b>Level 3</b>	Account Manager - Rakesh Shetty	rakesh.shetty@pharmeasy.in
<b>Level 4</b>	Sr. Account Manager - Dheeraj Goyal	dheeraj@pharmeasy.in



## Features on the platform



Medicines



Wellness



Shop by  
concern



Lab tests



Essentials



Shop by  
category



Healthcare



Health  
Articles



Exclusive  
Offers



## Features on the platform

### Payment Mode:



UPI



Wallet



Credit Cards



Debit Cards



Cash on Delivery



QR at Delivery



Net Banking

### Payment Offers:



Wallet



Credit Cards



Debit Cards



UPI



## Frequently Asked Questions

### **What is the SBI wallet benefit?**

A total of INR 18,000 can be loaded in the SBI wallet. 2/3rd of this amount will be loaded by SBI under pensioner scheme. 1/3rd amount i.e., ₹6,000 to be paid by the pensioner as membership fees.

### **What happens on usage limit exceeding beyond ₹18,000?**

The benefit is applicable only till wallet utilisation of ₹18,000. Usage beyond that will be 100% funded by the pensioner.

### **How much amount will be covered by SBI?**

SBI will cover 2/3rd of your order value after discount, the remaining 1/3rd will be covered from the pensioners' contribution.



## Frequently Asked Questions

### **Why did I not receive my OTP on SMS?**

It takes at least 1-2 minutes to receive an SMS. If you still haven't received the OTP then click on "Resend OTP".

### **Can I get a different dosage other than what is mentioned in the prescription?**

No, the medicines will be provided as per the dosage mentioned in the prescription. Self-prescribed medicines will not be provided.

### **What is a valid prescription?**

A valid prescription has the following information:

Doctor's details; Patient's details; Medicine details; Dosage details; Date of Prescription



## Frequently Asked Questions

### **Can I buy a substitute medicine on my prescription?**

Yes, you may buy other substitutes only if your prescription lists the salt names instead of a specific brand name.

### **Are there any delivery charges for Medicine orders?**

No, there are no delivery charges for medicine orders. However, the minimum order value is ₹250.

### **When will I receive my order / shipment(s)?**

Your shipment will be delivered within the 'Estimated delivery date' as committed at the time of order placement. You can check this by selecting your order from the "Orders" section. Keep a lookout for our order delivery updates.

Note:- An order can have multiple shipments with different "Estimated delivery date and time"



## Frequently Asked Questions

### **Order / shipment status showing delivered but I have not received it**

We are sorry you had to experience this. We request you to reach out to us within 48 hours of the order / shipment delivery being reported so that we can investigate the matter.

### **Can I modify my address after Order placement?**

Sorry, once the order is placed, we are unable to modify the delivery address. Please place a fresh order with the new delivery address.

### **Items are missing from my order**

We are sorry you had to experience this. Our partner retailers have in place the required checks to avoid such an event. We request you to reach out to us within 48 hours of your order delivery so that we can investigate the matter.



## Frequently Asked Questions

### **How do I cancel my order / shipments?**

You can cancel your order from the 'Order details' screen before it is out for delivery.

You can do so by clicking on the Account icon on the bottom of the App Home page > select "Orders" > Select the order > Click on "view details" for the shipment which you want to cancel > tap "Cancel". (Refer Image)

Once the order is shipped, you can refuse it at the time of delivery and a refund will be processed into the payment source, if the order amount was paid online.

### **How do I get an invoice for my order?**

To get the invoice for your order(s), go to the "My Orders" section, tap on the respective order, and you will find an option to download the invoice in a PDF format.



## Cancellation Policy

### How can I cancel an order?

**Medicines and Healthcare Products** - An order for medicines or healthcare products can be cancelled from the 'Order Details' screen on the PharmEasy website/ app ('Platform') or by calling our customer care number 7666100300 before it is marked as "Out for Delivery". Else, you can refuse it at the time of delivery and a refund will be processed as per the Refund Policy.

**Diagnostics /Lab Test** - A diagnostic/ lab test can be cancelled anytime unless it is marked 'Sample Collected' by the third-party phlebotomist. Else, you can refuse sample pick up at the collection location and a refund will be processed as per the Refund Policy.



## Refund Policy

### When can I expect the amount to be refunded?

- Please note that the refund amount mentioned at the time of return on the Platform is an estimate and will be finalised after completion of verification. Once the pick-up is completed and the product is verified by the seller, a refund of the total amount paid for the products returned by you will be initiated for eligible returns as mentioned above.
- Refund will be initiated only post successful verification of the products by the seller. Please note that the verification process may take:
  1. For Local Cities\*: 48 hours from the time of pick up from your location.
  2. For Other Cities: 8-10 business days from the date of pick up from your location.
- The amount is expected to reflect in your account after completion of verification from the seller as per the following timelines:



## Refund Policy

Method of Payment	Refund Timeframe (after successful verification from third party pharmacy/ vendor)
PharmEasy wallet and Cash on Delivery [Note: refunds for cash on delivery orders shall be reflecting in your PharmEasy wallet.]	1 business day
NEFT	1-3 business days
Online Refund	7-10 business days subject to the bank turnaround time and RBI Guidelines.
Other Wallets	2-3 business days



## Return Policy

### What is the time period for return of orders

**Medicine Orders** - We have product specific return policy. The return window ranges from 0-7 days from the date of delivery. The information regarding the return policy can be found on the product page. Please check the return policy before placing any order.

**Healthcare Products** - All healthcare products have specific return and replacement policy. The return/replacement window ranges from 0-10 days from the date of delivery. The information regarding the return policy can be found on the product page. Please check the return policy before placing any order.

[Note- Currently, the Company is not charging any shipping charges for returns from you.]



## Return Policy

### Which Products are not eligible for Returns?

**Products Not Eligible for Return** - As per terms offered by all the sellers on the Platform, the products shall not be eligible for a return under the following circumstances:

- If the item has been opened, partially used or disfigured. The user is strongly advised to check the package carefully at the time of acceptance of products by the user from the user's delivery agent;
  - If the product has been tampered with;
  - If the product packaging and/or packaging box and/or packaging seal has been tampered with.
- The user is strongly advised to check the package carefully at the time of acceptance of products by the user from the user's delivery agent and it is emphasized that the user should not accept the order if the package appears to be tampered;

*(To be continued...)*



## Return Policy

- If it is mentioned on the product detail page that the product is non-returnable;
- Any accessories/freebies supplied with the product are missing;
- If the product does not have serial number / UPC number/ barcode affixed, which was present at the time of acceptance of products by the user from the user's delivery agent;
- Any damage/defect which is not covered under the manufacturer's warranty;
- The product is without original packing and accessories/freebies;
- If the product is damaged due to misuse;
- Products related to personal care, baby care, food & nutrition, healthcare devices, covid essential products including but not limited to masks and gloves, sexual wellness products including but not limited to condoms, pregnancy/fertility kits, any other products such as but not limited to diapers, health drinks, health supplements, glucometers, glucometer strips/lancets, health monitors, etc. Additionally, we do not take return of certain items such as sexual wellness products, diapers, etc. However, the Company shall accept return if aforementioned products are defective.



## Return Policy

### How to Return?

- You can raise a return request within the time frame mentioned above by following these steps:
  - Go to My Orders;
  - Select the respective order and click on 'RETURN';
  - Check if the product/s that you wish to return are returnable and have an active return window;
  - Select the item you wish to return with quantity and reason for return.
- You can also place a return request of any product by calling the support at 7666100300.
- After your return request is processed, we will pick up the return items as per these timelines:
  - For Local Cities\*: Within 24-48 hours from the time of approval of return request.
  - For Other Cities: Between 4-5 business days from the time of approval of return request. Please note that this time period may be longer depending on the third-party courier partners terms.



## Return Policy

### Additional Note

Items marked as "Non-Returnable" on the product detail page or items whose return window has expired cannot be returned. If such an item is indeed returned along with another returnable item, PharmEasy will disallow a refund or return of the "Non-Returnable" product to you when our partner licensed retail pharmacy verifies the returned item(s).

### How to Return?

- You can raise a return request within the time frame mentioned above by following these steps:
  - Go to My Orders;
  - Select the respective order and click on 'RETURN';
  - Check if the product/s that you wish to return are returnable and have an active return window;
  - Select the item you wish to return with quantity and reason for return.

*(To be continued...)*



## Return Policy

- You can also place a return request of any product by calling the support at 7666100300.
- After your return request is processed, we will pick up the return items as per these timelines:
  - For Local Cities\*: Within 24-48 hours from the time of approval of return request.
  - For Other Cities: Between 4-5 business days from the time of approval of return request. Please note that this time period may be longer depending on the third-party courier partners terms.
- Please keep the return package ready in its original packaging with all the labels intact. You are also requested to keep a copy of the invoice/ bill from the seller handy for verification.



## Frequently Asked Questions

### **What is the shelf life of medicines being provided?**

We ensure that the medicines supplied by our partner retailers are within the expiry date set by the Manufacturer.

### **Additional Info:**

- To know more about PharmEasy's privacy policy, [\*\*click here\*\*](#).
- [\*\*Click here\*\*](#), to go through PharmEasy's standard terms and conditions.

**For more details, please reach out to our grievance officers, the details have been shared within this document.**



## Frequently Asked Questions

Click on the relevant icons below to know more:

[Medicine and Healthcare Orders](#)

[General Enquiries](#)

[Order Returns](#)

[Payments and Refund](#)

[Delivery and Status](#)



# THANK YOU