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Terms & Conditions

2.1 Acceptance

By accessing or using Anrova, you agree to these Terms & Conditions, the Privacy Policy and any feature-specific terms shown at the time of purchase or use. If you do not agree, do not use the relevant service.

2.2 Eligibility and accounts

- You must provide accurate information and keep your account credentials secure.
- For minors or other users who require a legal guardian, the account and relevant consents should be managed by the parent or lawful guardian where the feature permits such use.
- You are responsible for activity conducted through your account unless caused by a security failure attributable to Anrova.

2.3 Nature of the platform

Anrova is a healthcare technology and digital-service platform. Depending on the feature, it may help users discover providers, access digital care plans, organize health information, communicate with service providers, and receive diet, exercise or wellness-oriented guidance. A listing or search result does not by itself constitute a recommendation, endorsement, guarantee of availability, guarantee of outcome, or confirmation that a third party is suitable for the user.

Medical disclaimer

Unless a specific service clearly states otherwise, Anrova does not itself provide diagnosis, treatment, surgery, emergency care, medical prescriptions or a guarantee of clinical outcomes. Provider services are delivered by the relevant independent healthcare professional or organization under the terms applicable to that provider. In an emergency, contact local emergency services or attend the nearest appropriate medical facility.

2.4 Provider and third-party services

Doctors, labs, pharmacies, hospitals, insurers, appointment partners, payment providers and other third parties may operate independently of Anrova. Their fees, qualifications, schedules, cancellation terms, results, clinical decisions, delivery arrangements and service quality are their responsibility. Users should verify important details directly with the relevant provider.

2.5 Patient-care, diet and exercise plans

Paid plans are digital services delivered according to the description shown at checkout. Plans may use information supplied by the user and may be generated or assisted by automated tools. Users remain responsible for reviewing the plan and for obtaining professional advice where appropriate. Individual responses vary and no health outcome is guaranteed.

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Terms & Conditions - Continued

2.6 Payments and taxes

Prices, taxes, discounts, plan duration and included features will be presented at or before checkout as applicable. Payments may be processed by a third-party payment gateway. A successful payment does not by itself guarantee that a third-party provider will accept or deliver a service unless the booking or purchase is separately confirmed.

2.7 Intellectual property

The Anrova brand, software, interfaces, logos, content, databases, workflows, design elements and other platform materials are owned by or licensed to Arctic IT & Digital India Pvt Ltd, unless expressly stated otherwise. You receive a limited, non-exclusive, non-transferable right to use the service for its intended personal or authorized business purpose. You must not copy, scrape, reverse engineer, resell, reproduce or commercially exploit protected materials except as permitted by law or in writing by Anrova.

2.8 Acceptable use

- Do not impersonate another person or provide false or misleading information.
- Do not use the platform for unlawful, fraudulent, abusive or harmful activity.
- Do not attempt unauthorized access, interfere with service availability, introduce malicious code, or bypass security controls.
- Do not misuse another person's medical, identity or account information.
- Do not use automated scraping or bots in a manner that violates platform rules or impacts service stability, unless expressly authorized.

2.9 User content and responsibility

You are responsible for information and content you submit. You confirm that you have the right to provide such information and that it is not knowingly unlawful or misleading. Anrova may restrict or remove content or suspend an account where reasonably necessary to protect users, the platform, or legal and regulatory interests.

2.10 Disclaimers and limitation of liability

To the maximum extent permitted by applicable law, Anrova does not warrant uninterrupted availability, error-free operation, or any particular health or commercial outcome. To the extent permitted by law, Anrova is not responsible for indirect, incidental, special or consequential losses arising from third-party services, user decisions, inaccurate user information, service interruptions or events beyond reasonable control. Nothing in these Terms is intended to exclude liability that cannot lawfully be excluded.

2.11 Suspension and termination

Anrova may suspend or terminate access for breach of these Terms, suspected fraud or misuse, legal requirements, security concerns, or discontinuation of a service. Users may stop using the service at any time. Rights and obligations that by their nature should survive termination may continue.

2.12 Governing law and jurisdiction

Governing law: Indian law applies, subject to mandatory consumer law. Courts having jurisdiction over the company's registered office may hear disputes.