

MedComfyAI

Terms & Conditions

Effective Date: April 2026 · Last Updated: July 16, 2026 · www.medcomfyai.com

These Terms & Conditions ("Terms") govern your access to and use of the MedComfyAI website, platform, and services ("Service"), operated from Pakistan. Please read them carefully. By creating an account or using MedComfyAI in any way, you agree to be bound by these Terms together with our Privacy Policy, Return & Refund Policy, and Service Delivery Policy.

1. Acceptance of Terms

By accessing or using MedComfyAI, you confirm that you have read, understood, and agree to these Terms. If you do not agree, you must not use the Service. Continued use after any update to these Terms constitutes acceptance of the revised Terms.

2. Service Description

MedComfyAI is a digital mental health platform that connects patients with PMDC-certified (Pakistan Medical and Dental Council) doctors and provides AI-assisted mental health support, including a 24/7 AI intake assistant, online consultations, digital prescriptions, appointment management, and self-care resources. **MedComfyAI does not replace emergency services.**

Emergency notice

If you or someone you know is in crisis, contact emergency services or a helpline immediately: Umang 0311-7786264 (24/7), Rozan 0800-22444 (Mon–Sat 10 AM–6 PM), Madadgar 1098 (24/7).

3. Eligibility & Accounts

- You must provide accurate, complete, and current account information at signup and keep it updated.
- You are responsible for keeping your login credentials confidential and for all activity under your account.
- Accounts are personal and may not be shared, sold, or transferred.
- Users under the age of majority may use the Service only with the consent and supervision of a parent or legal guardian.

4. User Responsibilities

- Use the platform lawfully, respectfully, and only for its intended purpose.
- Provide truthful information during AI intake and consultations — your care depends on it.

- Do not attempt to disrupt, reverse-engineer, or gain unauthorized access to the platform or other users' data.
- Do not record, share, or misuse the content of consultations without consent.

5. Appointments & Communication

Appointment availability, fees, and session outcomes depend on the selected provider. You are responsible for joining sessions on time and following provider instructions. Booking confirmations and reminders are delivered by email and SMS. Rescheduling and cancellation are managed from your dashboard and are subject to the Return & Refund Policy.

6. Fees & Payments

You agree to pay the applicable session fees and taxes as listed on the Pricing page at the time of booking. Current session pricing:

Plan	Price / Session	Includes
Human Dr — Simple	PKR 500	Basic consultation & guidance
AI + Dr — Simple	PKR 999	MBBS psychiatrist + 15-min AI session
Human Dr — Advanced	PKR 1,000	Detailed assessment & treatment planning
AI + Dr — Advanced	PKR 1,500	Consultant psychiatrist (10+ yrs) + 15-min AI session
AI Add-On	PKR 200	Extra AI psychologist session (15 minutes)

Payments are accepted via EasyPaisa, JazzCash, and Visa/Mastercard through a secure online payment flow. Refunds, if any, are governed by the Return & Refund Policy (available on request and in the MedComfyAI Legal & Policies Handbook).

7. AI & Medical Disclaimer

AI responses are informational and supportive in nature. They do not constitute — and do not replace — licensed medical advice, diagnosis, or treatment. Diagnosis, prescriptions, and treatment plans are provided only by PMDC-certified doctors. Never disregard professional medical advice or delay seeking it because of something the AI assistant said.

8. Privacy & Confidentiality

Your use of the Service is subject to our Privacy Policy. All conversations and health records are encrypted; only you and your assigned doctor can access your intake information. We do not sell your personal information. See the Privacy Policy for details on collection, use, sharing, retention, and your choices.

9. Intellectual Property

The MedComfyAI name, logo, platform, content, and technology are the property of MedComfyAI and are protected by applicable intellectual property laws. You may not copy, modify, distribute, or create

derivative works from any part of the Service without prior written permission.

10. Disclaimer of Warranties & Limitation of Liability

The Service is provided "as is" and "as available". We do not guarantee uninterrupted availability and are not responsible for third-party outages (internet providers, mobile wallets, or banks). To the maximum extent permitted by law, MedComfyAI's liability arising out of or relating to the Service is limited to the amount you paid for the affected session. Nothing in these Terms limits liability that cannot be limited under applicable law.

11. Suspension & Termination

We may suspend or terminate your access if you violate these Terms, misuse the platform, or endanger the safety of providers or other users. You may stop using the Service and request account deletion at any time by contacting support@medcomfyai.com. Provisions that by their nature should survive termination (payments due, IP, liability limits) will survive.

12. Governing Law & Changes to These Terms

These Terms are governed by the laws of the Islamic Republic of Pakistan, and any disputes are subject to the jurisdiction of the courts of Pakistan. We may update these Terms from time to time; the "Last Updated" date above reflects the latest revision. Material changes will be communicated through the platform or by email.

13. Contact

Purpose	Contact
Business / Work	info@medcomfyai.com
Support & Queries	support@medcomfyai.com
Complaints	complain@medcomfyai.com
Head Office	Faisalabad, Pakistan
Branch Office	Shahrah-e-Faisal, Karachi, Pakistan

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