

E Pharmacy FAQ's

How do I order medicine via Sail E pharmacy using an E prescription / Physical Prescription?

You can order medicines on Sail E-Pharmacy by either of the below-given ways

1. E-Prescription

- a. Get an online consultation with the required specialist
- b. You'll get an e-prescription after a successful consultation in the History room
- c. On E-Pharmacy, upload the E-Prescription
- d. The prescribed medicines will be added to your cart
- e. Place the order by selecting/entering your address

1. Prescription Document

- a. Take a clear picture of the prescription
- b. Go to the 'E-Pharmacy section, select the 'Upload Prescription' tab and click 'Choose from Gallery'
- c. Then choose a delivery address and click on the 'Submit Prescription' tab
- d. Your prescription will be verified at the backend and the medicines will accordingly be added to your cart.
- e. If there is any confusion related to your prescription, you will receive a call from our pharmacy team for clarification.

You can also, go to Medicine and select Upload Prescription.

Can I order medicine without the prescription?

No, one should upload the valid prescription for the order.

Will I get an invoice if I order medicine from Sail E pharmacy?

After buying your medicines, you will be provided with an invoice only at the time of delivery by the assigned delivery agent. However, you can check your order summary in the app/website by following the given steps.

- a) Click on 'E Pharmacy' tab on the homepage
- b) Select 'Order Status' tab
- c) You will see the list of all the orders placed by you
- d) Select the order for which you wish to see the invoice summary
- e) Click on the 'Order Summary' tab to view the invoice

When will I receive my order?

An Email / sms will received at register E Mail / Phone

How can I pay for my order?

The payment will be deducted from your Balance OPD amount. To place the order one should have minimum amount if RS 200/- in wallet.

How do I track my order?

To track your order, just click on 'E Pharmacy' followed by 'My Orders'. Then select the order and click on 'Track Order'. The status of your order will be shown to you.

Can I use prescriptions of offline consultation to order medicines from E Pharmacy?

Definitely! You can use the 'Upload Prescription' option to upload prescriptions from other service providers other than online consultation and purchase medicines.

How do I upload a prescription?

You can upload a prescription either by clicking on the 'E-Pharmacy' under this tab; you will find the 'Upload Prescription' button.

Why was my prescription rejected?

Your prescriptions can be rejected due to the following reasons:

1. Prescription has passed its validity
2. The picture of the prescription is unclear.
3. OPD Sum Insured Exhausted

Why is my order delayed?

Your order may be delayed due to a number of reasons such as stock unavailability, shortage of staff, higher demand, etc. If you wish to find out the exact reason for the delay.

Some of my medicines are missing from my order. What should I do?

Reach out to us at sail@mdindia.com with the pictures of all the items you received along with the invoice and we will get it checked from our end.

The medicines I received from Sail E-Pharmacy are damaged. What do I do now?

Don't worry! Just get in touch with us at sail@mdindia.com with the images of the damaged products and we will ensure that you receive a replacement or a refund for the same

Can I know whether your Pharmacy is licensed?

Certainly, we are a licensed pharmacy offering prescription medications online.

What are your hours of operation?

Our website is open 24 hours a day, 7 days a week. Call Centre support is available from Monday to Saturday, 08:30 am to 09:00 pm IST and on Sunday's From 09:00 am - 05:00 pm IST.

What are Sail E-Pharmacy's Privacy and Security Policies?

At Sail E-Pharmacy, your privacy and security are extremely important to us. We are committed to protecting the confidentiality of your personal information (your name, address, email address or credit card information) and we never share them with any other person or company. It is used solely by our authorised personnel to process your order.

Are medications available at Sail E-Pharmacy is safe?

Yes. The medications that you purchase at our pharmacy are of the highest quality. The prescription medications we provide are procured from world-class and well-recognised pharmaceutical companies such as GlaxoSmithKline, Pfizer, Wyeth, Merck, Ranbaxy, Dr. Reddy's, Nicholas Piramal, Sun Pharmacy and other global industry giants. They are manufactured under government supervision, prepackaged in factory-sealed blister packs and untouched by human hands.

Why do the pills I ordered from Sail E-Pharmacy look different from those I get from my local pharmacy?

According to the trademark laws, generic pill is not allowed to look exactly like its brand-name version. So the pills (generic version) you received normally will look different from their branded counterparts, even though both contain the same active ingredient(s) and work in the same way exactly.

What do the following statuses IN STOCK and AVAILABLE on any product page mean?

IN STOCK: This means that the product is currently stocked in our warehouse and is available to be shipped.

AVAILABLE: This means that the product is available to order, but is expected to be in stock and ship in 4 to 5 days.

What information do you need from me to process my order as fast as possible?

In order to process your order quickly, we need the following details from you:

Your billing/shipping information

Your prescription (required for the order of Prescription medicines).

Is it possible to buy more than one medication in a single order at Sail E-Pharmacy?

Certainly, you can upload as many as 12 prescriptions and place them as a single order at our Pharmacy.

Is your entire product prices quoted in Indian Rupees?

Yes, all product prices quoted in our website are in Indian Rupees.

How is my order packaged?

Our E-Pharmacy team takes greatest possible care in packaging your order. Untouched by human hands, your order will be packaged in factory-sealed blister-packs.

Does Sail E-Pharmacy charge any professional fees on prescription drug orders?

No. We not charge any additional professional fees on your prescription drug orders. The Pharmacist review charges are already included in the listed prices of our products.

Does Sail E-Pharmacy deliver products to any location in India?

Yes, we do deliver our products to any address in India.

How long will it take to deliver my order?

Delivery times may vary depending on the delivery location as well as the type of product you order.

What type of freight is used to ship my order containing liquid products?

Any parcel containing liquid products will be shipped only via road/rail transport. In such cases, please note that delivery can take from 5 to 7 additional working days, depending on your exact location.

How do I know if my order has been shipped?

You'll get email confirmation of your order along with tracking details and you can always login to your account and track status. If the status of your order appears as "In Transit", your order has been shipped. You can also get information regarding your shipment by calling our Customer Service number: _____

Can I change my delivery address after I have placed my order?

If your order has not been shipped yet, then we can deliver to a different address as per your request. To know further, you can contact us via the online chat or call at 18002665599 or email to sail@mdindia.com

How will my order be delivered?

Your order will be delivered by EMS or Courier, depending on your pincode.