

**CANCELLATIONS**

AS A COURTESY TO OUR PROVIDERS AND TO OTHER PATIENTS, WE ASK THAT YOU PROVIDE OUR OFFICE A MINIMUM OF 24 HOURS' NOTICE SHOULD YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT. IF AN APPOINTMENT IS CANCELED WITHIN 24 HOURS OF APPT TIME, OR A NO-SHOW OCCURS, YOU WILL BE ASSESSED A \$150 CANCELLATION FEE. IF YOU ARRIVE TO YOUR APPOINTMENT MORE THAN 15 MINUTES PAST THE ORIGINALLY SCHEDULED TIME, WE MAY REQUIRE YOU TO RESCHEDULE TO AVOID IMPACTING OTHER CLIENTS' APPOINTMENTS.

**REFUND POLICY**

REFUNDS ARE NOT GIVEN ON SERVICES RENDERED DUE TO THE NATURE OF MEDICAL AESTHETIC TREATMENTS. ALL OTHER REFUNDS WILL BE AS CREDIT ONLY. AESTHETIC RESULTS ARE VARIABLE FROM PERSON TO PERSON AND WHILE WE DO OUR BEST TO ACHIEVE THE DESIRED OUTCOME IT CANNOT ALWAYS BE GUARANTEED. CLIENTS ARE RESPONSIBLE FOR FURTHER TREATMENTS NEEDED TO ACHIEVE FURTHER RESULTS.

**PRODUCTS**

WE DO NOT OFFER REFUNDS ON PRODUCTS PURCHASED. PRODUCTS MAY BE RETURNED FOR IN-SPA CREDIT WITHIN 7 DAYS FROM THE DATE OF PURCHASE WHEN THERE IS A DOCUMENTED ADVERSE REACTION TO THE PRODUCT. DEFECTIVE PRODUCTS (I.E., A BROKEN PUMP) MAY BE EXCHANGED WITHIN 7 DAYS FOR THE SAME PRODUCT.