



RETURNS, REFUNDS AND EXCHANGE POLICY:

All service and product sales are final.

We do not offer returns refunds or exchanges for product or gift cards purchased.

Performance of any non-surgical procedure is at the sole discretion of our medical staff. If you are not an appropriate candidate for a procedure you have purchased, the purchase amount may be applied toward another non-surgical procedure or products that are available in our Medspa

CANCELLATION POLICY:

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services they need. We ask that all new and current guests supply a credit card to have on our files. All cards on file are added to the system via a secure electronic process that ensures the information is encrypted and remains secure. In the event that we do not receive the required notice for adjustments and cancellations the following fees will be applied to your card or alternatively billed out to you:

Notification given at least 24 hours prior to your appointment will receive no charges.

Notification given less than 24 hour prior to appointment time will result in a flat rate charge of \$25.

Failure to show up for your appointment will result in a 50% charge of the reserved service amount.

CONFIRMATION EMAILS AND/OR CONFIRMATION TEXT MESSAGE

As a courtesy, we will send out an email or text message to confirm your service appointments two business day prior to your appointment date. Please confirm your appointment with a reply email or text. Please ensure that we have your current email address and cell number on file.

Should we receive no response from confirmation message, a phone call will be placed.

Client Signature

Date