

CANCELLATION POLICY

We strive to provide a positive experience to both our patients/clients and our staff. To better do so, the following cancellation & refund policy is effective beginning Monday, March 20, 2023.

TREATMENTS: All treatments, procedures, and prepaid packages are non-refundable. Packages are non-transferable and must be used within one year from the date of purchase. Credit from prepaid treatments, procedures and packages may be applied toward future treatment(s) or product(s) only at management's discretion. Credit may be given to and used by the purchaser only. NO REFUNDS. EXCHANGES ONLY.

CANCELATIONS: We understand that emergencies do arise; however, we request at least a 24-hour notice for rescheduling or canceling all appointments. Failure to do so may result in your account being charged. "NO SHOWS" WILL BE BILLED FOR THE FULL PRICE OF THE SCHEDULED TREATMENT.

APPOINTMENTS: To ensure your preferred provider is available to you, we recommend that you make your next appointment prior to leaving our Medical Spa. This is particularly important if you are having a series of treatments over a defined period.

ARRIVALS: Please arrive for your appointment on time. This ensures you will receive the required amount of time you deserve for your treatment and helps prevent intrusion on subsequent client's reserved time.

PRODUCTS: Many of the products sold in our practice are considered "prescription" products. Typically, such products cannot be purchased over the counter at retail stores or even at pharmacies. Examples include Latisse and Tretinoin (generic Retin-A). It is against the law to take a prescription medication return. Due to this law, returns are not accepted under any circumstances. This includes an allergic reaction, irritation, or any other reason. It is imperative that you understand this policy at the time of purchase.