

# CLINIC POLICIES

We strive to provide a positive experience for both our patients and staff. The following policies are designed to clearly outline our procedures and ensure mutual understanding.

**TREATMENTS:** All treatments, procedures, and prepaid packages are **non-refundable and non-transferable**. Packages must be used within **one year** from the date of purchase. Credit from prepaid treatments, procedures, and packages may be applied toward future treatments or products at management's discretion and can only be used by the original purchaser. **No refunds, exchanges only.**

**CANCELLATION/RESCHEDULING:** We request at least **24 hours' notice** for cancellations or rescheduling for all appointments. Missed appointments without notice may be charged the full consultation or visit fee, and rebooking may require an additional \$150 deposit.

**APPOINTMENTS:** To ensure availability with your preferred provider, we recommend scheduling your next appointment before leaving our clinic, especially if you are undergoing a series of treatments.

**ARRIVALS:** Please arrive on time to ensure you receive your full treatment and to prevent delays for other patients. Patients arriving more than 15 minutes late may need to reschedule and could incur a missed appointment fee.

**PRODUCTS:** Many of the products sold in our practice are considered prescription products, which are typically not available over the counter at retail stores or pharmacies. Examples include Latisse and Tretinoin (generic Retin-A). By law, prescription medications cannot be returned under any circumstances, including allergic reactions, irritation, or any other reason. Please be aware of this policy before completing your purchase.