



Patient Financial Policy – The Skin Revitalizing Center

Policy Statement:

We are committed to providing you with the highest level of care and with exceptional service anytime you walk through our doors. Therefore, transparency about our policies and a mutual understanding between us and our patients is vital. We kindly request that you familiarize yourself with the policy below and encourage you to reach out to one of our staff members to connect you with our office manager if you have any questions.

Appointments and cancellations

Cancelling your appointment:

Keeping your appointment is important for many reasons. It allows for your continuation of care especially for procedures which require timeliness between treatments such as laser hair removal, micro- needling or tattoo removal. It also ensures that the clinic runs on time for the day. Should you need to cancel or reschedule your appointment, we respectfully require a 24-hour notice.

After two cancellations and/or one no show, we will require a debit card to be kept on file before we schedule any upcoming appointments for you. A hold fee of \$50 will be charged to your card in order to reserve your next appointment. The fee will be applied to your service (or refunded if you have a prepaid service and you keep your appointment).

Running late for your appointment:

If you are running late to your appointment, please call and notify our front desk staff. Our providers will do their best to accommodate you. Please understand that your appointment may be shortened in order to not cause delays for the next patient.

If you are more than 15 minutes late, please know that your appointment may need to be rescheduled. If you are more than 15 minutes late more than twice, we will require a debit card to be stored on file before scheduling any additional appointments for you. A hold fee of \$50 will be charged to your card in order to reserve your next appointment. The fee will be applied to your service (or refunded if you have a prepaid service and you keep your appointment).

Despite our best efforts, we often run behind. Unexpected circumstances in the treatment room may necessitate that we keep you waiting longer than expected. Should this need to occur, a member of the Skin Revitalizing Center will speak to you about any options we may have for you.



Packages:

Due to the nature of services provided in the Skin Revitalizing Center, packages for treatments are quite common. When you purchase a package, please be mindful of the following:

1. You may “swap” your package for another service with comparable value. You will be required to pay a price difference if there is one.
2. No refunds will be given on unused package services.
3. Packages expire two years from their date of issue.
4. Under certain circumstances, we will allow for the cancellation of a package after using some of the treatments included. Please be aware that determining the amount refunded will depend upon assessing used treatments at full price – and not at the discounted package price.

Products Returns:

At the Skin Revitalizing Center, we stand by the products we sell. If you need to return a product, please read the following guidelines:

Skincare products that are unopen and in their original packaging may be returned within 30 days of purchase for a full refund. Please bring your receipt.

Skincare products that are defective and within their expiration date, may be returned within 14 days of purchase for a full refund. Please bring your receipt.

Skincare products that are expired are ineligible for returns under any circumstances.

We are unable to offer exchanges or refunds due to allergic reactions or skin incompatibility. Known ingredients such as Retinol or Glycolic Acid, may cause allergic reactions to sensitive skin. Please consult with a member of the Skin Revitalizing Center if you have any concerns about allergic reactions.

If you purchase a product online and wish to return it, you are responsible for all related shipping charges.

Note: if you are presenting a product for refund for any reason, please ensure that more than 75% of the product is still present.