

## **Southeast Sculpting Policies:**

Adherence to our spa policies creates an environment where our professionals can focus on your needs. We appreciate your cooperation and sincerely hope you have an outstanding experience with us.

### **SCHEDULING AN APPOINTMENT:**

Appointment times are reserved specifically for you and confirmed with a credit card number on file. All cards are added to our system via a secure electronic process that ensures the information is encrypted and remains private.

### **PRIOR TO YOUR APPOINTMENT:**

As a courtesy to you, we will send an email two business days or 48 hours in advance of your reservation. We will send a text message a day ahead to confirm. Monday appointments will be confirmed on the prior Friday. If you have not elected to share your email and telephone number with us, we will be unable to offer these reminders. However, you will still be responsible for the appointment time.

### **FIRST VISIT:**

Please arrive 15 minutes before your appointment to allow time to check-in and complete intake paperwork.

### **LATE ARRIVAL:**

If your arrival is delayed, we will make every effort to accommodate your full appointment but service time may be abbreviated to avoid delays for other clients. Abbreviated appointments are charged at full value.

### **CANCELLATIONS AND MISSED APPOINTMENTS:**

We do understand that sometimes schedule adjustments are necessary and respectfully request **24 hours notice to your changes or cancellations**. When you

forget your appointment or cancel without giving us sufficient notice, we miss the opportunity to allow someone on our waiting list to obtain the service they need.

**In the event we do not receive appropriate notice, the following fees will be imposed:**

Notification given more than 24 hours in advance of your appointment incur no charges.

**Late cancellations are charged a \$ 50.00 fee.**

**Missed appointments are charged at \$ 50.00 for each hour reserved.**

Because we do recognize that there are unforeseen circumstances that require last minute changes or cancellations, we reserve the right to waive fees at our discretion.

#### PRICES AND PROMOTIONS:

We are committed to continuously expanding our services to bring you the latest and best services. Although we make every effort to keep our website and spa menu updated, prices are subject to change without notice. Specific offers and discounts cannot be combined, transferred, or shared unless specified in the promotion itself. When presented with more than one discount opportunity, we will automatically give you the discount of greater value at the time of purchase.

#### PAYMENTS:

Because we practice aesthetic medicine, we do not accept insurance. We accept the following forms of payment: Visa, Mastercard, Discover, American Express, gift cards, checks with appropriate ID, and cash. Financing is available through CareCredit and GreenSky.

## GIFT CARDS:

Gift cards are not redeemable for cash and must be used within one year from the date of purchase. If a gift card is given for a special occasion (holiday, birthday, anniversary, etc.), the gift card is valid for one year from the special occasion date.

## REFUNDS:

We do not offer refunds. Fees are charged for services rendered not anticipated outcomes. The remaining value of an unused amount for any service or package will be invalid after one year from the date of purchase. The value of an unused amount from one service may be applied towards another LIKE service. (Energy based service for another energy treatment, one form of injectable for another, etc.)

We do not offer refunds on products purchased. Products may be returned within seven days of purchase for an in-store credit when there is a documented allergic reaction. Defective products will be exchanged for like items within the first seven days after purchase.

## REFERRAL POLICY:

We appreciate your business and enthusiasm for our services. As a thank you, we encourage your participation in our "Refer a Friend" program. Write your name upon one of the cards available at check out and offer it to a friend. When your friend presents the card at checkout, your friend receives \$ 25.00 off this procedure and you receive \$ 25.00 off your next procedure. The card must be presented to redeem the reward. Only one card may be presented per visit.

Our goal is for you to be happy with our services and the results you receive. We will strive to ensure you understand the treatments and products you receive as well as the risks and benefits associated with each. While aesthetics is not an exact science, we will strive to reach your expectations and the best possible outcomes. Thank you for allowing us to be of service.

1