A blue and white logo

Description automatically generatedCOSMETIC SERVICES AND PRODUCTS FINANCIAL POLICY (Retail)

We offer a variety of skincare products and services based on an individual's needs and condition. To best recommend a product or service please inform us of any medical conditions or allergies prior to purchase.

Our policy is to collect payment in full at the time service is rendered. Saturday appointments require a $50 deposit to be scheduled. The deposit will go toward any service or products purchased at the time of the visit. If the appointment is missed the $50 deposit will be used as a missed appointment fee. We realize that some circumstances may arise, and the fee may be waived by management if deemed necessary. We do not bill your insurance company and do not offer payment plans. When purchasing specials the special pricing is only valid during the month that the special is purchased. We do not honor special pricing on services previously purchased.

Cosmetic consultations with dermatology providers have a fee of $50. This fee is an elective office visit fee and does not go towards any future cosmetic services.

We accept Visa, Mastercard, American Express, Apple Pay, cash, personal checks gift cards and Care Credit as forms of payment.

Minors must be accompanied by a parent or legal guardian on the initial visit and when any consents for services need to be signed. Parent or legal guardian is responsible for payment of services for the minor on the day of service.

Skin care and retail products for sale are non-returnable and non-refundable. All treatments including but not limited to injectables, laser treatments, skin rejuvenation treatments, Coolsculpting, miraDry, Ultherapy and Sofwave are also non-refundable. If extenuating circumstances arise, a refund may be approved by management. Services used from a patient's package will be deducted from the refund at full retail price, not the discounted per treatment rate. All packages and gift cards will expire 18 months after purchase date.

If a product is causing an adverse reaction, please contact the office immediately so a provider can evaluate. Management will be notified, and special considerations will determine a refund or credit in this situation.

SCHEDULING AND CANCELLATIONS

If you are scheduling a procedure that requires more than 45 minutes on our schedule, we require a 10% deposit to schedule the appointment that will go towards the service on the day of your visit. If you cancel with less than 24 hours notice your deposit will go towards the missed appointment as a missed appointment fee. If you cancel any appointment with less than 24 hours notice a $50 fee will be charged unless a deposit was made then the deposit will be used as the missed appointment fee . We realize that extenuating circumstances may arise and in such cases the fee may be waived by management.