



Grace Medical Aesthetics Policies

Appointment Policy

Arriving late will deprive you of valuable treatment time. To avoid delaying the next client, your treatment will end on time and you will be responsible for the full treatment cost. While we will make every effort to perform your entire treatment in the remaining scheduled time, we reserve the right to reschedule your appointment if we feel there is not enough time to give you quality treatment and not keep other clients waiting. Arriving more than 10 minutes late may result in cancellation of your appointment and the \$25 cancellation fee.

New Client Appointments

Please arrive 10-15 minutes prior to your appointment to allow time for completing consent forms, other paperwork, using the restroom, etc.

Cancellation Policy

If you need to cancel an aesthetic appointment, please contact us 24 hours in advance of your scheduled time. All aesthetic cancellations with less than 24 hours' notice are subject to a \$25 cancellation fee. This courtesy enables us to compensate our employees for their time, and maintains a higher availability of our time for you as well as others. By scheduling an appointment, you are agreeing to our cancellation policy. Patients arriving more than 10 minutes late may result in a shortened appointment or a cancellation if there is not enough time to complete the procedure.

Cancellation of a pre-paid and scheduled Coolsculpting Procedure will result in a fee of \$100 if not cancelled at least 48 hours in advance. Should the client choose to reschedule at a later date, the \$100 fee will be applied to the cost of the Smartlipo procedure at that time.

Gift Certificate & Gift Card Policy

Gift Certificates and Gift Cards are non-refundable and cannot be redeemed for cash or gratuities.

Payment Policy

Because our practice is limited to elective aesthetic medicine, we do not bill insurance. Payment for all individual treatments is due at the time of treatment, and all packages must be paid in full at the time of first treatment. We do not offer financing or payment plans. We do offer Care Credit. All services are final sale; there are no refunds or credit issued for any service, including, but not limited to; laser hair removal, Coolsculpting, Vampire procedures, Botox, Fillers, and Facials. We accept cash, personal checks, Visa, MasterCard, Discover, and American Express. All prices are subject to change without notice.

Prices & Promotions

We are committed to continuously expanding our services to ensure we bring you the latest and greatest technology. Although we make every effort to keep our website, Facebook, and spa menu updated accordingly, please note that prices, services, and products are subject to change at any time without notice. Special offers and discounts may not be combined.

Gratuities

Gratuities are at your discretion, and are always appreciated by our technicians, and aestheticians. The industry standard is between 15-20% of the cost of each individual service, and what you choose to give depends on your level of satisfaction.

Refund Policy

We do not offer refunds on services rendered. Aesthetic results are quite variable from person to person and while we do our best achieve the desired outcome if cannot always be guaranteed. Clients are responsible for further treatments needed to achieve further results.

Products: We do not offer refunds on products purchased. Products may be returned for in-store credit within 14 days from the date of purchase when there is a documented adverse reaction to the product. Defective products (i.e., a broken pump) may be exchanged within 14 days for the same product only. In accordance with FDA regulations, we do not offer refunds on any food products or supplements.

Treatment Expiration

Service packages and pre-paid treatments including Coolsculpting and Laser Hair Removal must be used within 12 months of the date of purchase or they will expire.

Treatment Outcomes

We will be honest in all our dealings with you as our trusted client. Aesthetics is not an exact science and how you may respond to a given treatment will vary from person to person. It is virtually impossible to predict results and therefore payments made for services are for treatments to be performed – not for a specific result. However, we always strive to achieve the absolute best result that we can for you. Thank you for allowing us to serve you!

Personal Belongings

Personal belonging are the full responsibility of the spa guest and should be kept in your possession at all times. Grace Medical Aesthetics, PLLC is not responsible for lost or damaged items.

Full Disclosure

Our #1 goal is for you to be happy with our service and to love the results you achieve. We believe in full disclosure, which means we strive to ensure that you understand the treatments you receive and the risks and benefits associated with each of them. With this in mind, please be assured that our team will only recommend treatments and products that will benefit you specifically, and which are medically appropriate for you. If you have any questions, at any time, please ask! We are here to help!

Practice-Patient Relationship

We love our clients but sometimes we have to reserve the right to refuse service at any time, to anyone, for any reason.

Patient Signature

Date

Witness

Date