



Rescheduling, Cancellations, Fees, Deposits and Product Returns

Signature Medical Spa is able to reschedule or cancel most appointments with a minimum of 48 hours notice. For eyebrow shaping and selected other 10-20 minute aesthetician's appointments, we can reschedule with just 24 hours notice, if needed.

We attempt to remind clients of appointments, by phone, three days in advance. However, the responsibility of calling to cancel or reschedule an appointment remains with the client.

Cancellations made with less than the required time, as stated above, will incur 100% of the cost of the scheduled service, or \$75, whichever is less. If possible, a missed appointment may be rescheduled within the same day to avoid a charge, if an opening is available. Repeated late cancellations or not showing for the appointment will require non-refundable deposit.

Three of our procedures require special arrangements due to their more extensive appointment time and costs: Fraxel, Sculptra and Thermage. For these procedures, we request a \$500 deposit when the appointment is made. Should you need to make a change in the appointment, we require a cancellation notice of four business days (96 hours) prior to the procedure. There is a \$500 fee if cancellation is made within less time. We'll review this with clients who make a deposit.

Products, with the exception of makeup, may be returned within 30 days if the client finds the product is not suitable for one's skin. Makeup is not returnable.

We are unable to provide refunds of cash, but can issue a refund to the credit card used, in the form of a check, or give credit on a client's account with us.

Please acknowledge with your signature that you have read our policies.

Your support is greatly appreciated. Thank you for allowing us to care for you!

Client signature _____ Date _____