



Our Aesthetics Cancellation/Refund Policy

Cancellation Policy

Your appointments are very important to us and reserved especially for you. We do understand that sometimes schedule adjustments are necessary; therefore, to cancel your appointment, please call our office 24 hours prior to your appointment at (718) 717-9806 or you may email us at pureaestheticsny@gmail.com.

If the above policy is not met, then you will be charged with a "No Show" fee of \$50.00. Failure to present for service at a scheduled appointment or clients who arrive 15 minutes after their scheduled appointment time are also considered a "No Show". We ask that you reconcile any no-show fees before scheduling a new appointment. Patients who schedule an appointment and simply do not show up or cancel within the allotted 24 hours will be required to leave a deposit of half (50%) of their scheduled procedure total in order to reschedule their next appointment.

Refund Policy

If you need to cancel an appointment and you have already paid for a procedure, you will not receive a refund for the amount paid, but will have a credit added to your account that can be used at a later date. If that cancellation is less than 24 hours, then a \$50 "No Show" Fee will be added.

No refund will be given to partially used package purchases since they are purchased at a discounted price.

Products may be returned for in-office credit within 7 days from date of purchase with receipt when there is a documented adverse reaction to the product.

We do ask that all new and current clients provide a deposit of \$50 when the first appointment is scheduled because we cannot keep a credit card on file for security reasons.

We look forward to caring for you and all your skin care needs!

PATIENT NAME

Date of Birth

Date

SIGNATURE OF PATIENT

Witness