



### **Refunds, Discounted Services & Appointment Cancellation Policy**

Dear valued guests of Pura Vida Fleming Island, we would like to inform you of our company refund & appointment cancellation policy, which you may not have previously been aware of:

#### **Products**

Products that have not been used or opened may be returned or exchanged within 2 weeks of purchase date. All products once opened are final sale with no refund or exchange allowed. **Initials** \_\_\_\_\_

#### **Services**

If services have not been initiated, you have (3) three business days to request a refund. Business days are as follows Monday - Friday. If paid with credit card a 4.5% of total amount will be assessed for processing fees; if paid by cash or check, a company check will be issued in the total amount and mailed within (3) business from the request date. All gift card purchases are non-refundable. After (3) three business days, and if no services have been performed, a MedSpa credit may be issued in which you may exchange the service you purchased for another service of equal or lesser value. Once any service has been performed there are no refunds. Pura Vida MedSpa specializes in non-surgical medical aesthetic treatments, however, as is the case in the practice of medicine, results are never guaranteed. **Initials** \_\_\_\_\_

#### **Package/Special Priced Services & Patient Financed Packages**

If for any reason you need to discontinue a package purchased service, you will be charged full price (which may be higher than the package price) for any service already performed and given company credit (minus any credit card or financing processing fees) for the remaining amount. Credit will be given in a form of a gift card for future use.

#### **For patients financing or qualifying for interest free loan options (i.e. CareCredit or In-House Financing)**

Frequently service packages require multiple treatments over many months. Once approved for financing of any type and a treatment has begun, there are no refunds even if some of the services have not been rendered under the package. If there is a medical reason to stop treatments, you may opt to exchange for any other services Pura Vida offers. All package discounts are for cash or check payments and electing a financing option may reduce the amount of the discount. We strongly urge guests that qualify for interest free financing to set up automated payments over the term of the interest free loan to avoid very high accrued interest rates adjustments. **Initials** \_\_\_\_\_

#### **Appointment Cancellations**

No one likes to cancel and we understand that from time to time important situations can get in the way. Guests that are no shows or cancellations with less than 24 hours' notice, affect other clients that have been declined an appointment. Appointments may be rescheduled with 24 hours' notice with no penalty. However, Guests cancelling (within less than 24 hours' notice or failing to show for appointments will be charged 20% of the booked service as a cancellation fee. If you miss one time and keep the next appointment, the fee will be credited towards your next service. If you miss more than one appointment without proper notification, we will collect a 100% non-refundable payment for the booked service in advance.

I \_\_\_\_\_ have read and understand the above policy.  
PRINT NAME

\_\_\_\_\_  
SIGN NAME

\_\_\_\_\_  
DATE