

Please be advised of Rejuvent Medical Spa's **Cancellation & Refund Policy**.

- We require a \$100.00, non-refundable deposit for a 1<sup>st</sup> time visit with Dr. Bomer.
- We require 7 business days' notice to cancel any type of filler appointments.
- We require 2 business days' notice to cancel all other types of appointments.
- Our answering service does not accept appointment cancellations or changes.
- If a patient does not show up for their appointment, and does not notify us in advance, any prepayment will be forfeited.
- Surgery appointments have a separate cancellation policy

**Follow-up appointments:**

Less than 2 business days' notice will be charged \$50.00.  
No-Show appointments will be charged \$50.00.

**Filler Injection Procedures:**

Cancellations made less than 7 business days before appointment will forfeit the prepayment. If there is a legitimate excuse such as an illness, personal or family emergency, the money can be applied toward a rescheduled appointment. Refunds in these situations will be considered on an individual basis.

**Botox Injection Procedures:**

Less than 2 business days' notice will forfeit prepayment.  
No-Show appointments will be charged \$200.00.

**Fotofacial / EMatrix Fractional / Veinwave Packages:**

Less than 2 business days notice will be charged \$75.00.  
No-Show appointments will lose that treatment from their package.  
Special pricing is extended when packages are purchased therefore, packages are pre-paid. Once a package is purchased it has no cash value, can not be exchanged for other services or transferred to another patient.

**Laser Hair Reduction:**

Less than 2 business days notice will be charged 50% of single treatment cost.  
No-show appointments will lose that treatment from their package.  
Special pricing is extended when packages are purchased therefore, packages are pre-paid. Once a package is purchased it has no cash value, can not be exchanged for other services or transferred to another patient.

**Spa Services (peels, facials, massage, hair salon, etc.):**

Less than 2 business days notice will be charged \$25.00  
No-Show appointments will be charged 100% of service

**PRODUCT RETURN POLICY**

Rejuvent does not accept returns on any product purchased. There are **NO** exchanges or returns on tinted sunscreens or makeup. However, we are happy to exchange any **unopened** products within **5 days** of original purchase for another product. On rare occasion, there may be a product that you have sensitivity to, in which case we will schedule an appointment with a patient coordinator to discuss the use of the product and the sensitivity that you may be experiencing within **14 days** of original purchase.

**NSF/RETURNED CHECK POLICY**

Returned checks will incur a \$25.00 return check fee.

Patient: «Person\_First\_Name» «Person\_Middle\_Name» «Person\_Last\_Name» Account #: «ID»

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_