

Skincare Austin

Appointment Cancellation Policy/ Product Return & Refund Policy

Skincare Austin makes every attempt to accommodate our patients and provide a variety of appointment times. Confirmation calls are made as a courtesy to each patient when possible. In order to achieve this exemplary customer service, we request your cooperation regarding our cancellation policy.

Cancellation Policy:

A 24-hour notice is required to cancel an appointment. After 3 cancellations with less than 24 hours notice you will be charged for the service that was scheduled. As a courtesy to other patients, anyone who is late may have to reschedule for another time.

No Show Policy:

A \$25.00 cancellation fee will be charged for all no shows. After 3 no shows we will require a deposit for half of the cost of the service scheduled.

Deposit Policy:

A \$100 deposit will be required for all appointments over 60 minutes. Deposit will be forfeited if appointment is not cancelled within 24 hours.

For their protection as well as for liability reasons, children ages 10 and under are not allowed in treatment rooms during appointments nor can they be left unattended in our waiting room. Thank you.

Product Return & Refund Policy:

If you are not completely satisfied with your purchase, we will gladly return or exchange your product(s) within 30 days of the original purchase date for a full refund.

Printed Name of Patient

Signature of Patient or Guardian

Date