

Skincare Austin

Appointment Cancellation/Reschedule/Missed Appointment/ 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, Rescheduled & Missed Appointments Policy:

A 24-hour notice is required to cancel and/or reschedule an appointment. Failure to do this will result in a \$100.00 fee. Missed appointments will also result in a \$100.00 fee. After 3 missed appointments or 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.

For Coolsculpting ONLY:

A 50% deposit is required when scheduling your CoolSculpting treatment. Any cancellations for CoolSculpting less than 72 hrs will forfeit the deposit.

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.

Signature of Patient or Guardian

Printed Name of Patient

Date