



Package sales and Policies:

Thank you for choosing Jon Ric Medical Spa and Wellness Center! We would like to take this opportunity to welcome you and provide you information regarding your package purchase. Your trust, confidence and satisfaction are our highest priorities.

1. Appointments: Please arrive 10 minutes before your first appointment time to allow time for check-in, pictures and any paperwork that may be necessary for your appointment. Please do your best to arrive for subsequent appointments before your scheduled start time. If you arrive 15 minutes late, your appointment may have to be rescheduled for another day.
2. Appointment Reminder Policy: Voice or text message reminders will be given the day prior to your appointment. If you cannot receive text message reminders, please notify the staff before signing this document. Please respond to these accordingly so that we know you will be able to keep your appointment time. Unconfirmed appointments will be cancelled without refund.
3. No-Show/Late-Cancellation Policy: We understand everyone's time is valuable! Missed appointments represent a cost to you, to us, and to other clients who could have been seen in the time set aside for you. Please be assured that it is always our primary goal to provide you with the most excellent service and care. In order for us to make the best use of our time and serve the needs of all of our clients, we ask for your understanding and cooperation in this matter.
 - a. First "No-Show" or same-day cancellation, appointment will gladly be rescheduled without any charges. We understand situations happen. It is our desire to accommodate our clients and any unexpected issues.
 - b. Second "No-Show" or same-day cancellation, a \$40 cancellation fee must be paid prior to reschedule.
 - c. A third "No-Show" or same-day cancellation, a \$40 cancellation fee must be paid in addition to losing one treatment from the package prior to reschedule. This full appointment charge is non-refundable, non-transferable.
 - d. A fourth "No-Show" or same-day cancellation may result in our right to terminate the client relationship.

4. **Payment:** We provide cosmetic services (fee for services); therefore, insurance is not accepted. All payments are due and payable upon purchase of the package. All sales are final. We accept all major debit and credit cards, applicable HSA/FSA cards, checks and cash. Responsibility for the tax implications, fees and processes of using HSA/FSA accounts for cosmetic procedures fall solely on the consumer. Financing is available through Prosper Healthcare.
5. **Prepaid services:** All prepaid treatments must be used and/or in process according to treatment plan within one (1) year of purchase. Any unused treatments will expire and no refunds will be issued, without exception.
6. **Complications:** Complications are rare. However, should post-procedural complications arise necessitating care at a medical or emergency facility; clients are responsible for any and all charges incurred. Although positive results are expected, there is no guarantee or warranty, expressed or implied, of the results that may be obtained for any service, treatment or procedure performed at Jon Ric Medical Spa and Wellness Center.
7. **Refund Policy:**
 - a. **Treatment, Procedure, & Service Sales** – Purchases of all treatments, procedures, and services are final and there are no refunds. Therefore, before a service is purchased, please consider all the required protocols and side effects. Cosmetic services are elective and there are no guarantees as to the outcome results or patient satisfaction. We are committed to client satisfaction and are available to answer any questions or concerns you may have in regards to the services we offer before purchase.
 - b. **Product Sales** – Any product purchased at Jon Ric Medical Spa and Wellness Center that clients are unable to use due to sensitivity issues must be reported within 21 days of purchase. No make-up products can be returned.

Signature _____ Date _____

Witness _____ Date _____