



Refund/Return Policy

- Products purchased are nonrefundable. Some of our products sold in our practice are considered “prescription” products. This usually refers to the fact that such products cannot be purchased over the counter at retail stores or pharmacies. Products such as Latisse are prescription medications and by law cannot be returned. In the case of a documented adverse reaction to a product, the item may be returned within 30 days from the date of purchase, for an in-house credit only. Defective products, (i.e., a broken pump) may be exchanged within 30 days for the *same* product only.
- All hosiery, make-up and supplement sales are final.
- We cannot apply discounts to previously purchased treatments, packages or dismantled packages.
- Purchased packages are non-transferrable after the first treatment has begun.
- “Free” treatments have no value. If not used, there is no value to apply to other services.
- A gift certificate will be issued for any unused credit remaining on an account after **12** months of nonuse.
- Standard packages must be used within the prescribed treatment time (or 12 months for open-ended purchases), or the package will be dismantled and the residual value of the uncompleted packages will be reduced by single pricing of services already used. A 10% processing and service fee will be applied to any dismantled package. The remaining credit balance will be issued as a gift certificate, redeemable for cosmetic services or product according to our [Gift Certificate Policy](#) which can be viewed on our website at www.wimedispa.com. **Exception to our standard policy – All laser hair removal packages are valid for 2 years from the date of purchase. There is no residual value for packages not completed within that time frame.*
- Service refunds are not available.
- Aesthetics is not an exact science and how people respond to a given treatment will vary from person to person. Payments made for services are for the treatments performed - not for a specific result, therefore, we do not issue refunds for any service previously provided. We will however always strive to achieve the absolute best result that we can and will re-evaluate treatment plans as necessary. In consenting to be treated, it is important that clients understand and accept this condition.
- We accept cash, check, credit card, PatientFi, Care Credit. Refunds for credit card, PatientFi and Care Credit purchases will be issued in the same means that payment was taken. If a client is eligible for a refund and they paid by credit card, there will be a credit card processing fee of 6% deducted from the refund amount.