

Refund Policy

1. Treatments, Programs & Packages

- All treatments, skin correction programs, memberships, and prepaid packages are non-refundable once treatment has commenced.
- Commencement is defined as attendance at the first consultation or treatment session, or receipt of services included in the program.
- No refunds, credits, or exchanges are provided for unused sessions, missed appointments, or change of circumstances once a program or package has commenced.
- Programs and packages are non-transferable and may only be used by the original purchaser.

2. Deposits

- All deposits paid to secure consultations or treatment appointments are non-refundable and non-transferable.
- Deposits are applied toward the booked service when attended.
- Deposits forfeited due to late cancellation, rescheduling outside the cancellation window, or no-shows are not refundable under any circumstances.

3. Change of Mind

- That Skin Clinic does not provide refunds for change of mind, including but not limited to:
 - Deciding not to proceed with treatment
 - Dissatisfaction with perceived results where treatment was delivered appropriately
 - Personal, financial, or scheduling changes

This is consistent with Australian Consumer Law.

4. Retail Products

- Retail skincare products may be eligible for a refund only if unopened, unused, and returned within 7 days of purchase, accompanied by proof of purchase.
- Opened, used, or tampered products cannot be returned or refunded due to hygiene and safety regulations.
- Sale or promotional items are final sale and not eligible for refund.

5. Australian Consumer Law Compliance

This policy does not exclude or limit your rights under Australian Consumer Law. You are entitled to a refund, repair, or replacement if a service or product:

- Is not delivered with due care and skill
- Is not fit for its intended purpose
- Does not match the description provided

Where a major failure occurs as defined by Australian Consumer Law, That Skin Clinic will meet its legal obligations.

6. Discretion & Exceptional Circumstances

- Any refund or credit outside this policy is provided strictly at the discretion of clinic management and does not set a precedent for future cases.
- Medical or personal circumstances do not automatically entitle a client to a refund once treatment has commenced.

7. Acknowledgement & Acceptance

By purchasing a treatment, program, package, or product from That Skin Clinic, clients acknowledge that they:

- Have read and understood this Refund Policy
- Accept the terms outlined above
- Understand the nature of cosmetic treatments and individual variability in outcomes