

# 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