



PRODUCT RETURN POLICY

- ❖ Any unused products may be returned in its original packaging within **14 days** of purchase for a full refund.

_____ **(int.)**

REFUND POLICY

- ❖ There are no refunds on package purchases, gift cards, and/or opened products. (e.g. if a laser package has been prepaid and a client chooses to discontinue the treatment, the remaining credit can be applied toward other laser services).
- ❖ Specials are not retroactive. If you've paid in full or made partial payment for a package that goes on special after you've purchased it, you are still responsible for paying the original price.
- ❖ If medical conditions restrict a client's treatment program, the client's account will be placed on hold until they can continue receiving services.
- ❖ For all other situations where a refund is requested, the return or credit back is left at the sole discretion of the management team.
- ❖ Body reshaping programs will not be refunded. It can only be put on hold (frozen) with proof of documentation (e.g. medical note). Monthly programs can be cancelled within 60 days notice.
- ❖ Bella Doña makes no guarantees on the outcome of our services or products, as results can vary from one client to the next.
- ❖ Prices and specials should only be discussed and approved in written form. Prices and specials discussed verbally are not honored. The pricing in our published menu of services or special prices will apply.

_____ **(int.)**

Client's Name: _____

Date: _____