

LARRABEE CENTER CANCELLATION & REFUND POLICY

Effective 5/1/2017

Thank you for entrusting your aesthetic and medical care to The Larrabee Center. We constantly strive to provide the highest quality and most advanced care to all patients. To be consistent with this commitment to excellence, The Larrabee Center utilizes an appointment system that sets aside ample time for each patient.

Our office makes every attempt to avoid overbooking and creates a schedule which remains, in most instances, on time. To ensure that every patient has fair access to timely and efficient appointments, we have adopted the following policy regarding last minute cancellations and no shows. If you do not show up for your appointment, or notify us of your inability to keep your appointment **at least 48 hours** in advance, the time that has been allotted for your visit cannot be used to treat another patient and is valuable time lost.

Our cancellation policy is as follows:

1. We request that you please provide our office a **48-hour advance notice** in the event that you are unable to keep your appointment, allowing us to offer that time to another patient. Our main scheduling number is **(206) 386-3550**. If you are routed to voicemail, please leave a detailed message.
2. If you miss an appointment and did not contact us with at least 48 hours prior notice, we will consider this to be a missed appointment and a **\$100.00 fee will be assessed**.
3. If you are late for an appointment, we will make every effort to see you as soon as possible, though the office visit may need to be shortened in length or rescheduled. If you are 15 minutes late, this will be considered a no show.
4. As a courtesy when time permits, we call to confirm your upcoming appointment. If you do not receive a confirmation call, please be aware that the cancellation policy remains in effect.

Return & Refund Policy

Products: We have a 30-day return policy for all products purchased. A full refund can be issued for unopened products in original packaging, accompanied by a receipt. A credit will be issued for all open products returned in the 30-day period, which can be used toward other skincare products. In case of an allergic reaction to a product, a credit will be issued to your Larrabee Center account. Latisse and all Tretinoin creams are non-refundable due to their prescription-only status.

Services: No refunds will be issued for pre-purchased packages; however, we will gladly give you a credit to use toward another service. No refunds or aesthetic credit are given for services rendered.

*Skincare Credit can be used on skincare procedures only, which include Coolsculpting, Profound, Laser Hair Reduction, Ultherapy, Fraxel Dual, ViPeel, BBL/IPL, microdermabrasion, Dermplane, Dermapen, and facials. Skincare products and injectables cannot be purchased with skincare vouchers. Botox banks are limited to Botox injections only.

If you have any questions regarding these policies, please feel free to contact the Practice Administrator directly at (206) 971-0735. These policies have been instituted out of respect for both our providers and patients. We thank you for your patronage.

I have read, understand and agree to the Cancellation & Refund Policy outlined above.

Patient Signature (Parent / Legal Guardian)

Date

Printed Name

Date

Employee Witness (Office Use Only)

Date