



Policy

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1. No Show:

- All clients who do not show for scheduled appointments **will be charged 100 %** of the cost of the scheduled service. An invoice will be sent via email to client and payment is expected within 30 days.

2. Same day cancellation:

- DDE is asking for 48 hours notice for cancelled appointments and/or rescheduled appointments. If client cancels with **24 hours or less they will be charged 50% of the scheduled service**. An invoice will be sent to client via email and payment is expected within 30 days.

3. Refund of Services:

- All services purchased, booked or completed are final and non-refundable. (includes packages)
- Services cannot be refunded based on concern or expected results. DDE is committed to assisting our clients with all their concerns and shall advise for correction in post treatment protocol and regimen. It may require a follow-up visit at the studio for free consultation.
- Any deposit for booking services or events is non-refundable.

4. Gift Cards:

- Gift cards are non refundable for cash and are to be used on services and products provided by DDE.

5. Refund of Products:

- Unused and not open products in original package can be requested for refund within 2 weeks of purchase.



- Item must be in the same condition it was received, with proof of purchase from the studio. Request for refund or questions can be made by contacting us at 403-702-5725, or by email at dermaDEFINED@gmail.com.
- You'll be automatically refunded on your original payment method if refund meets criteria. Please remember it can take some time for your bank or the credit card company to process and post the refund too.
- Shipping - You will be responsible for paying for your own shipping costs for returning your item.

6. Promotion Restrictions:

- Promotions, discounts, and offers provided by DDE cannot be combined with any other promotions, discounts, or offers. Each promotion is valid only for the specified period and cannot be applied in conjunction with other ongoing offers.

7. Right to Refuse Service:

- DDE reserves the right to refuse service to any individual deemed medically unfit, unqualified or otherwise. DDE has a zero-tolerance policy for harassment, verbal or physical abuse of any kind including threats, foul language, demands, blackmail, disrespectful comments, accusations, degrading messages, or other forms of unacceptable behaviour. It is an expectation that all clients act in a mature, appropriate manner while demonstrating respect for staff and support individuals of the business.
- DDE reserves the right to cancel prepaid packages, services, appointments, etc. at any time, with or without refund and with or without notice, if clients refuse to abide by the Right to Refuse Service policy.