

# SERVICE GUARANTEE, HEALTH DISCLOSURE & REFUND POLICY

## SERVICE GUARANTEE & RESULTS DISCLAIMER

- The provider strives to deliver **high-quality, professional services** tailored to each client.
- **Results may vary** due to individual skin type, hair growth, lifestyle, or other factors.
- Services such as waxing, facials, and treatments **cannot guarantee specific results**, and outcomes are dependent on client adherence to post-care instructions and provider recommendations.
- The provider **does not guarantee identical results** for repeat clients, new clients, or those with inconsistent service history.

## HEALTH & CONTRAINDICATIONS DISCLOSURE

- Clients must **disclose all relevant health conditions, medications, allergies, sensitivities, or skin concerns** prior to service.
- Failure to disclose relevant information may result in **service refusal or adverse reactions**, for which the provider cannot be held responsible.
- The provider reserves the right to **refuse service** if the client's health, safety, or treatment outcome could be compromised.
- Clients acknowledge that services involve **minor risks**, such as irritation, redness, or temporary discomfort, and consent to proceed understanding these risks.

## REFUND POLICY

- **Refunds are not offered** for completed services except in cases of **severe reactions directly caused by the provider** that were not disclosed or anticipated.
- Clients agree to follow post-service care instructions. Failure to follow instructions may impact results and **does not qualify for a refund**.
- Any refund or adjustment requests will be reviewed and granted **solely at the provider's discretion**.

## **MOBILE SERVICE CONSIDERATIONS**

- Mobile appointments require a **safe and accessible service location**.
- Any issues caused by the client's location, environment, or actions (pets, children, locked gates, unsafe surfaces) **do not qualify for refunds** or service adjustments.

## **ONE-TIME CONSIDERATION**

- A **one-time exception or adjustment** may be offered at the provider's discretion for severe or unforeseen issues.
- This is not guaranteed and may **not be extended for repeated occurrences**.

## **POLICY ACKNOWLEDGMENT**

- By booking and receiving services, clients acknowledge that they have **read, understood, and agreed** to this Service Guarantee, Health Disclosure & Refund Policy.
- Clients understand that all services are provided under these terms and agree to hold the provider harmless for outcomes affected by personal health conditions, undisclosed information, or client non-compliance with post-service instructions.