

Auspoint Medical Cosmetic Clinic

Cancellation Policy

Change your mind?

we do not refund for change of mind, if you found it cheaper elsewhere, decided you simply don't like it or have no use for it! Here a closer look.

Cancellations and refunds

- All appointments will require a minimum deposit of **25%** of the total treatment cost. This will be done through the online booking system or via credit card when booking over the phone or at the clinic.
- Treatments/services are not transferable to other individuals or clinics without prior approval.
- We require at least 48hours notice to be given for any appointment date change or cancellation.
- If you change or cancel your appointment within 48hours of your appointment date, or do not attend a booked appointment, we reserve the right to retain your deposit.
- In the case of pre-paid treatments, the full cost of treatment will be forfeited
- Refunds will be provided where required in accordance with the Australian consumer law. We want you to be a satisfied client so if our services or product is faulty it may either be replaced or refunded. **We do not refund for change of mind.**
- Our procedures and products may not be suitable for you and whilst all due care and skill is exercised in treating our clients ultimately it is your responsibility to determine if the product or treatment is right for you.
- In order for us to provide you with great service it is fundamental that you provide all information requested in completing consent forms or advising us of any factors that may affect your treatments. You also need to have realistic expectations of the results of treatment. We encourage you to work with your therapist or health professional on what you can achieve with your treatment.

Prepaid treatment

- If you pre-pay treatments you will save an amount according to the pre-payment schedule. There is no refund on pre-pays and they are not transferable to other individuals, treatment areas or clinics.
- Pre-pays have a 12-month expiry date (less than 10 treatments) or an 18-month expiry date (10 or more treatments)
- 48hours notice is required for any pre-paid appointment cancellations. If you cancel a pre-paid appointment within 48hours, or to not attend the appointment, the treatment will be forfeited.
- You agree to these terms by purchasing pre-paid treatments