

RENEW Client Policies

Payment

We accept all major credit cards. A credit card is required for booking, but you may pay with cash or with a different card upon check-out. We do not accept checks.

Late Arrivals

Arriving late will deprive you of valuable treatment time. Although we will attempt to accommodate you within the time remaining, tardiness of more than 10 minutes could result in rescheduling and would be subject to a late cancellation fee.

Cancellations/No Shows

We have a 24-hour Cancellation/No Show Policy in place to respect our providers' time. We are booked out weeks ahead and have a significant waiting list. Last-minute changes do not allow us time to fill those gaps.

Any appointment that no shows or cancels without 24 hours' notice will have the following fee automatically charged to the credit card on file or billed to you:

- Medical Injectable Appointments – \$100
- Skincare Appointments – \$50
- Consultations – \$25

After 3 no shows and/or late cancellations, a deposit of 50% of the services you book will be required at time of booking the appointment. The amount pre-paid is nonrefundable if the no-show/cancellation policy is violated.

- You can modify your appointment through the confirmation link you receive via text and/or email.
- You can also call us (781-821-0707) or email info@renewmedaesthetics.com.
- Our website contact form is **not** a valid means for modifying appointments.

Refunds

Treatments: We do not offer refunds on any services rendered. Aesthetic results vary from person to person and while we do our best to achieve the desired outcome, it cannot be guaranteed.

Retail: We do not offer refunds on opened products. Unopened or defective products can be returned within 30 days. No refunds on Gift Card purchases.

By scheduling an appointment, you are agreeing to our policies.

We appreciate your understanding!

Client Signature & Date

