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Cosmetic Department Financial Policy

CREDIT CARD ON FILE/RETURNS/REFUNDS:

All cosmetic sales are final. Credit card on file is required for all patients. All unpaid balances and no-show/cancellation fees will be charged to the patient credit card on file. No refunds or exchanges are allowed. Defective products only may be exchanged when needed within 14 days of purchase. All unused products must be returned to receive a replacement.

CANCELLATION AND LATE ARRIVAL POLICY:

We understand that situations arise for which you must cancel your appointment. As a courtesy to our staff, as well as other patients, we require a 24 HOUR CANCELLATION notice (cancellation by preceding Friday at noon for Monday appointments). If your appointment is cancelled less than 24 hours prior you will be subject to a cancellation fee. All cosmetic appointments have been designed to allow appropriate time for preparation for and full and thorough performance of each service. Your late arrival may limit our ability to offer the highest quality experience. Please be aware that late arrivals will not be afforded extension of scheduled treatment(s). Treatments will be rendered only for the remainder of the scheduled appointment time and you will be responsible for payment of the entire service in full. Credit card on file will be charged in the amounts below should these issues arise. For repeated tardiness or no-show offenses, a deposit will be required to schedule an appointment. After three consecutive incidents, we may no longer be able to treat you, and no refunds will be given.

COOLSCULPTING/BODY SCULPTING/ULTHERAPY CANCELLATION POLICY:

In order to schedule a CoolSculpting or body sculpting (EmTone, Emsculpt, Thermi, or Ultherapy) treatment, we require that you pay for your treatments in advance. Given the large block of time that is required to perform these services, you will be subject to a non-refundable \$250 cancellation fee if you cancel less than **48 hours** of your scheduled appointment (for Monday appointments, cancellation by the preceding Thursday at 5 PM). Confirmation of cancellation must be received in writing or by speaking directly to a staff member.

NO-SHOWS:

The reservation of an appointment indicates that we have reserved the service time and equipment for you and therefore, had to decline other customer business. If you do not come for your scheduled appointment, you will be subject to a no-show fee. We do provide appointment reminders as a courtesy to our patients, but successful receipt of a reminder notice does not impact your responsibility to keep your appointment. You will

still be charged for missed appointments even if you did not receive an appointment reminder.

CANCELLATION/NO SHOW FEES:

\$250: Coolsculpting, EmSculpt, EmTone, Thermi, Ultherapy, CO2, RF, Sclerotherapy, Photofacial, fee is per reserved appointment.

\$100: Botox, Dysport, Xeomin, Filler, PRP, fee is per reserved appointment.

\$50: All other cosmetic appointments with aestheticians.

I have read and understood Cypress Dermatology's Cosmetic Department financial policy and cancellation/no-show/tardiness policy. I agree to abide by these policies, and am aware that any unpaid balances, including no-show or late cancellation fees, will be charged to my credit card on file. I also understand and agree that there are no refunds or exchanges allowed at Cypress Dermatology.

Patient Name (Printed)

Patient Signature

Date

Rev. 12/30/21 JJ