CONTOURS BEAUTY INK

Naturally Radiant. Artfully Enhanced.

Payment & Refund Policy

Thank you for choosing our spa. We are committed to providing exceptional service and a professional client experience. Please review our payment and refund policies carefully.

Payment

Payment is due at the time services are provided unless other arrangements have been made in advance.

We accept the following forms of payment:

☐ Cash

☐ Visa

☐ Mastercard

☐ Discover

☐ Debit Card

☐ Other: _____

A valid credit or debit card may be required to reserve certain appointments.

Pricing

Service prices are subject to change without prior notice. The price charged will be the price in effect on the date services are provided unless otherwise agreed.

Applicable sales tax will be charged where required by law.

Refunds for Services

Because esthetic and cosmetic services are performed at the time of your appointment, completed services are generally not eligible for refunds.

If you have concerns about your treatment or results, please contact us within 48 hours of your appointment. We will evaluate your concerns and, when appropriate, may offer a follow-up assessment, corrective service, recommendations for home care or products, or another resolution determined by management.

For permanent makeup services, please contact us within 7 days of your procedure for healing-related concerns. Final results cannot be evaluated until the recommended healing period has passed.

Payment & Refund Policy

Refunds for Services - continued

Cosmetic results vary from person to person based on skin type, lifestyle, home care, medications, medical conditions, healing response, and compliance with aftercare instructions. We cannot guarantee specific outcomes.

Nothing in this policy limits any rights you may have under applicable California law.

Retail Product Returns

To help ensure the quality, safety, and integrity of the products we sell, all retail product sales are final and are non-refundable.

Once a retail product has been purchased, we do not offer refunds, returns, or exchanges for reasons including, but not limited to:

- Change of mind
- Preference for a different product
- Opened or used products
- Products that have been improperly stored or handled after purchase

If you receive a product that is damaged, defective, or incorrect at the time of purchase, please notify us within 7 days of purchase. We will inspect the product and, if appropriate, provide a replacement or exchange at our discretion.

If you have questions about which products are best for your skin or beauty needs, our team is happy to provide recommendations before your purchase.

Gift Cards

Gift cards are non-refundable and cannot be redeemed for cash except where required by California law.

Gift cards should be treated like cash. Lost or stolen gift cards may not be replaceable unless required by law or otherwise stated.

Packages and Memberships

Service packages and memberships are non-transferable unless otherwise stated in writing.

Unused services may expire only if permitted by applicable law and as disclosed at the time of purchase.

If a package or membership includes its own cancellation or refund terms, those terms will apply.

Payment & Refund Policy

Deposits

A 25 percent deposit is required to secure your appointments. The deposit amount will be based on the total price of your scheduled service.

Unless otherwise disclosed at the time of booking, deposits may be applied toward the cost of your scheduled service.

If an appointment is canceled in accordance with our cancellation policy, any refundable deposit will be handled as described at the time of booking and in compliance with applicable law.

Chargebacks

If you believe there has been a billing error, please contact us promptly so we can review and attempt to resolve the matter before a payment dispute is initiated.

Respectful Communication

We are committed to resolving concerns in a professional, respectful, and courteous manner. We ask that clients extend the same courtesy to our staff. Abusive, threatening, discriminatory, or inappropriate behavior toward employees or other clients may result in refusal of service or termination of the client relationship.

Questions

If you have any questions regarding this policy, please contact us before your appointment.

Contours Beauty Ink

Phone: _____
Email: _____
Business hours: _____

I acknowledge that I have read and understand the Payment & Refund Policy.

Client name: _____

Client signature: _____

Date: _____

Staff member: _____

Date: _____