

Terms & Conditions

NEA Electrolysis, LLC

INTRODUCTION

Welcome to NEA Electrolysis. These Terms & Conditions govern your use of our services and our website. By scheduling an appointment, you agree to these Terms & Conditions in full. If you disagree with any part of these terms and conditions, please do not use our services.

SERVICES

NEA Electrolysis provides professional electrolysis for hair removal services. All services are performed by a trained, licensed electrologist. We are available by appointment only, no walk-ins accepted. We reserve the right to refuse service to anyone for any reason at any time.

CARD ON FILE

To streamline scheduling and reduce no-shows, a valid debit or credit card is required on file to secure all appointments. **No card on file = no appointment.** By scheduling with NEA Electrolysis, you agree to this policy.

PAYMENT

Payment is due at the time of service. We accept cash, credit cards, and Venmo. Prices for services are subject to change without notice.

CONFIRMING YOUR APPOINTMENT

Appointment confirmations are appreciated but not required. Failure to confirm does not cancel the appointment. All policies above still apply.

CONSULTATION POLICY

Consultations are complimentary and include 15-30 minutes of electrolysis; depending on the treatment area. This helps give you a taste of what electrolysis feels like, how your skin will look after treatment and how it will recover, so you can make an informed decision before agreeing to a treatment plan.

We require a 48-hour notice to cancel or reschedule a consultation. Failure to cancel or reschedule without 48-hour notice will result in a \$25 charge to the card on file.

Online consultation forms (New Client Intake & Health History) must be completed at least 24 hours before your consultation. If you prefer to complete paper forms only, please contact us as soon as possible at (262) 227-2576 so we can prepare to accommodate that request.

Links to our Pre & Post Treatment Instructions, Informed Consent form, and Terms & Conditions will also be sent by email. We highly recommend viewing these documents BEFORE your consultation.

Clients who have not received a service within the past 6 months must first contact us and re-submit all consultation forms before scheduling an appointment. This is to keep your information up-to-date and ensure safe treatment.

REQUIRED 50% DEPOSIT

A 50% deposit is required to schedule any appointment and will be applied toward the total cost of the service. If a client cancels more than 48 hours before their appointment, and chooses not to reschedule, the deposit will be refunded.

The deposit will be forfeited if any of the following occur:

- Late cancellation
- Late rescheduling
- Missed appointment (no show)
- Arriving with less than 15 minutes remaining in the scheduled time slot
- Service discontinued due to misconduct

NEA Electrolysis LLC reserves the right to deny future appointments to clients with repeated:

- Late cancellations
- Late rescheduling
- Late arrivals
- Missed appointments
- Unpaid fees

If a client chooses to end their appointment early due to discomfort or any other reason, the cost of the service will be whichever is greater:

- A) The required deposit for the original appointment length, or
- B) The actual time used, billed in 15-minute increments (*time >7 min will be rounded up to 15 min*).

Example:

A client schedules a 60-minute appointment but ends the service at 38 minutes. The client will be charged for three 15-minute increments, totaling \$63.75 before tax.

LATE CANCELLATIONS & RESCHEDULING

We understand that unexpected situations occur. However, last-minute changes make it difficult to offer the appointment time to other clients. Many clients must grow out their hair before electrolysis, so filling cancellations on short notice is challenging. For this reason, 48 hours' notice is required to cancel or reschedule any appointment. Appointments canceled or rescheduled without 48 hours' notice will forfeit the deposit.

LATE ARRIVALS & MISSED APPOINTMENTS

If the client arrives late with more than 15 minutes remaining for their scheduled appointment time, the service will be provided but not extended beyond the scheduled time slot.

If the client has not arrived once 15 minutes or less is remaining for their scheduled time slot, the appointment will be canceled and service will not be provided.

In these two events, along with missed appointments (ie "no shows"), the client will be responsible for the full cost of the originally scheduled appointment. The card on file will be charged accordingly. Any outstanding balance must be paid in full before scheduling a new appointment.

ONE-TIME COURTESY EXCEPTION

As a courtesy, clients are allowed one late cancellation, late rescheduling, or missed appointment (if we are notified at least 30 minutes in advance) per 12-month period without penalty. This one-time courtesy applies to only one of these three situations—it cannot be used multiple times.

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After this courtesy has been used, all future late cancellations/rescheduling or missed appointments will be subject to the standard cancellation policy.

Courtesy exceptions do not apply to late arrivals, or cancellation/rescheduling of consultations without proper notice outlined by our policies.

REFUND POLICY

Due to the nature of our services, we do not offer refunds– with exception for refunding a deposit if an appointment is canceled with more than 48 hours' notice, or the one-time courtesy exception described above. If you are dissatisfied with any service received, please contact us within one week of your service to discuss your concerns.

LONGER APPOINTMENTS?

NEA Electrolysis does not offer appointment time slots longer than 60 minutes. However, if your electrologist deems it safe and appropriate for your treatment needs, you may schedule multiple appointments in the same day– consecutive or non-consecutive, subject to appointment availability.

There will be a 20 minute break between appointments. Please speak with your electrologist before scheduling multiple appointments in the same day or week.

REFERRAL REWARDS POLICY

We appreciate our clients sharing NEA Electrolysis with others! If you refer a friend who schedules and completes their consultation + first appointment, you will receive 25% off one future session as a thank-you.

To ensure the reward is credited, your friend must mention your name when asked "Were you referred by a friend?" on their New Client Intake form.

A Referral Reward:

- Must be used within 3 months of issuance
- Cannot be combined with other promotions or packages
- Not redeemable for cash
- There is no limit on how many friends you can refer to receive this reward
- Only 1 reward (25% discount) may be used per appointment

Clients will receive an email upon issuance and redemption of a referral reward, for record-keeping purposes. NEA Electrolysis LLC reserves the right to modify or discontinue the referral reward program at any time.

PRIVACY POLICY

Your privacy is important to us. Personal information collected from clients is used only to provide our services and will not be shared without your explicit consent, except where required to comply with applicable laws or insurance requirements.

SERVICE FOR MINORS

Clients must be at least 16 years of age to receive services. Clients under the age of 18 must provide written parental or legal guardian consent, and a parent or legal guardian must be present for the consultation & first appointment. NEA Electrolysis LLC reserves the right to refuse or discontinue service

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to any client at our discretion and in our professional judgement This includes, but is not limited to: situations where there is concern for the appropriateness of the requested service for a minor's "hair problem", when clear consent from the minor client is not present, or when there are concerns regarding the minor's physical or mental well-being.

CODE OF CONDUCT

NEA Electrolysis LLC reserves the right to refuse or discontinue service to anyone demonstrating behavior that is inappropriate or disruptive in a professional setting.

This includes, but is not limited to:

- Appearing under the influence of drugs, alcohol, or prescribed drugs; raising concerns for ability to consent to or safely receive service.
- Sexually explicit or suggestive comments, jokes, conversation, innuendos
- Inappropriate touching, exposing oneself, or requesting inappropriate services
- Discriminatory behavior
- Sharing overly personal information that makes staff or guests uncomfortable
- Requesting private information from staff
- Offering gifts or extra payments outside of standard fees or gratuity
- Rude, abusive, or threatening behavior
- Possession of weapons or illegal substances on premises
- Photography, video, or audio recording without consent

If a service is terminated due to client misconduct, no refund will be issued. Any illegal activity will be reported to law enforcement.

Sexually inappropriate conduct, including but not limited to the behaviors described above, will result in immediate termination of service, reporting to law enforcement, and permanent refusal of all future services.

OTHER POLICIES

Guests, children, and pets are not allowed at appointments due to limited space & to minimize disruptions.

If you are experiencing cold, flu, or upper respiratory symptoms, please reschedule your appointment to help protect staff and other clients.

LIABILITY DISCLAIMER

We strive to provide the highest quality of service, NEA Electrolysis LLC and its employees will not be liable for any direct, indirect, incidental, consequential, or punitive damages resulting from your access to or use of our services.

CHANGES TO TERMS & CONDITIONS

NEA Electrolysis LLC reserves the right to change these terms and conditions at any time. Any changes will be effective immediately upon posting to our website.

