Treatment Credit Package Policy

NEA Electrolysis, LLC

ELIGIBILITY

Clients are required to attend 1 consultation and 3 sessions before purchasing a treatment credit package. NEA Electrolysis reserves the right to refuse to sell a treatment credit package to anyone for any reason at any time.

USING YOUR TREATMENT CREDIT

Treatment credits may be applied toward 15-minute, 30-minute, 45-minute, or 60-minute appointments.

The maximum treatment credit balance permitted is $2,300.

After each appointment for which a treatment credit is applied, an email will be sent showing your updated treatment credit balance.

When scheduling an appointment, select “Treatment Credit Session” if you would like to apply your treatment credit toward that appointment.

EXCLUDES OTHER PROMOTIONS

Referral Rewards discounts and other promotional offers may not be combined with treatment credits. Promotional discounts may not be applied to any session for which a treatment credit is applied.

REFUND POLICY

When the remaining balance of a treatment credit package reaches $100 or less, the remaining balance may either be refunded or transferred to a newly purchased treatment credit package.

The remaining balance of a treatment credit package is refundable in the event of:

- financial hardship
- inability to receive service due to a medical condition
- relocating to residence more than 30 miles from our office
- other circumstances, at NEA Electrolysis LLC’s discretion

Please allow up to 1 month to receive a refund.

If service is refused due to client misconduct, the remaining treatment credit balance is non-refundable.

EXPIRATION

The remaining balance of a treatment credit package expires six months from the date of purchase. Any unused balance is nonrefundable after the expiration date.

NON-TRANSFERRABLE

Treatment credit balances are non-transferable. They may only be used by the client to whom the treatment credit was originally issued and may not be used to purchase services for another client.

SALES TAX

Sales tax is collected at the time a treatment credit package is purchased. If 50% of the scheduled appointment cost is deducted from your treatment credit balance for any of the reasons listed below, the sales tax attributable to the deduction will be refunded to the card on file.

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 result in a 50% of the appointment cost being deducted from the treatment credit balance.

If a client chooses to end their appointment early due to discomfort or any other reason, the amount deducted from your treatment credit balance will be whichever is greater:

A) 50% of the cost 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 amount deducted from the treatment credit balance will be $63.75.

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"), or when a service is discontinued due to client misconduct– the full cost of the appointment will be deducted from the treatment credit balance.

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.

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

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

Acknowledgment

By signing below, I confirm that I have read, understood, and agree to the Treatment Credit Package Policy. I have had the opportunity to ask questions and they have been answered to my satisfaction prior to signing this document.

Client Signature

_____	_____	_____
$Name\ (Print)$	$Signature$	$Date$

Parent or Legal Guardian Signature, If Applicable

_____	_____	_____
$Name\ (Print)$	$Signature$	$Date$