

Refund Policy for Clinical Treatments

At The Helix Clinic, our goal is to provide the highest standard of medical aesthetic treatments to achieve optimal results for our patients. However, it is important to understand that individual responses to treatments may vary based on factors such as age, skin type, health condition, budget, and lifestyle. As such, we cannot guarantee specific results from any treatment.

Please read the following refund policy carefully:

1. Results Not Guaranteed

While we strive to deliver the best possible outcomes, each patient's body may respond differently to treatments. The results of our medical aesthetic procedures, including but not limited to dermal fillers, Botox, skin treatments, and laser therapy, are influenced by multiple factors outside our control. Therefore, **results are not guaranteed** and may vary from patient to patient.

2. No Refunds on Clinical Treatments

Due to the nature of medical aesthetic treatments, once a service has been rendered, the following policy applies:

- **Clinical Treatments Are Non-Refundable:** We do not offer refunds for any clinical treatments or services, regardless of the patient's perceived outcome or satisfaction with the results.
- **Products:** Refunds on retail skincare products may be considered if the product is returned unused and in its original packaging within 14 days of purchase. However, products that have been used or opened are not eligible for a refund.

3. Treatment Reviews and Adjustments

We highly encourage all patients to attend their post-treatment review appointments to allow our practitioners to assess the results and discuss any concerns. In some cases, additional treatments or touch-ups may be recommended to help achieve the desired outcome, for which additional charges may apply.

4. Adverse Reactions and Complications

If you experience an unexpected adverse reaction or a complication directly related to a treatment, we will evaluate your case on an individual basis. In the event of a medically recognized complication, corrective measures will be discussed and taken as appropriate. However, refunds will not be issued.

5. Cancellation and Rescheduling Policy

- **Cancellations:** We require at least 48 hours' notice for any appointment cancellations. Failure to provide adequate notice may result in a cancellation fee.
- **Rescheduling:** You may reschedule your appointment within the same 48-hour window without incurring any additional charges.

6. Informed Consent

Before receiving any treatment, all patients are required to complete and sign an informed consent form. This document outlines the procedure, potential risks, and expected outcomes. By signing this form, patients acknowledge that they have been fully informed of the treatment's potential limitations and that no specific results are guaranteed.