

INTERLOCKS

MEDSPA + WELLNESS

OFFICE POLICIES

No Shows & Cancellations

For cancellations we require a 24-hour notice or a fee equal to 50% of the scheduled services is charged. Credit card deposits are taken in the event of frequent no-shows or last minute cancellations.

Payment

Full payment is required at the time of your service. To avoid undercharging or overcharging our valued clients, we cannot accept prepayment for services. We will gladly accept your local check, provided that your full name, address, and phone number are imprinted. There is a \$25 fee per returned check. We do not accept starter checks or third-party checks.

Refund + Return Policy

We strive to provide high quality services and products and we will make every effort to ensure your satisfaction. While we do not offer refunds on services provided, we are happy to repeat a service to your satisfaction; please speak with a manager within 72 hours of your original service. Store credits are issued for most products returned within 30 days of purchase, with the original receipt. However, all makeup and cosmetic items cannot be returned and are final sales. Gift Card refunds are issued within 30 days of purchase, with proof of payment, to original payment method only.

MedSpa Etiquette

We ask that you silence your cell phone when enjoying services, as a courtesy to all guests. Wi-Fi is available for e-mailing and web browsing. Gratuities are at the discretion of our clients and are not included in the price of services.

Gift Cards

INTERLOCKS Gift Cards are available for purchase in-store and online. You may redeem your Gift Card for its dollar value towards any services or products. Gratuities cannot be made through Gift Card redemption.

Children

We do not allow children to accompany adults in our MedSpa, as the child's safety may be compromised, or a child's behavior may be disruptive to other guests.

Health Considerations

The safety of our clients and staff is of paramount concern, so we ask that prior to receiving services you make our staff aware of any allergies, health concerns and/or illness you are experiencing. Some of our service products contain nuts and algae; make your service provider aware of any allergies.

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PRE & POST CARE FOR INJECTABLE AESTHETIC FILLER

Before your treatment:

- It is recommended to schedule your injectable aesthetic filler 2-3 weeks prior to any special event or vacation due to swelling and bruising post treatment.
- Patients should not schedule any invasive procedures for 2 weeks prior to treatment. These include but are not limited to:
 - Dental cleaning or dental work
 - Lesion excision or biopsy
 - Surgery of any kind
 - Internal device placement
 - Tattoo or permanent makeup
- Discontinue the use of Aspirin, Motrin, Gingko Biloba, Garlic, Flax Oil, Cod Liver Oil, Vitamin A, Vitamin E or any other essential fatty acid at least 1 week before your treatment to minimize bruising or bleeding. Consult your primary physician prior to discontinuing any medications.
- Avoid alcohol, caffeine, Niacin supplement, high-sodium foods, high sugar foods, refined carbohydrates, spicy foods and cigarettes 24-48 hours before treatments. These items may contribute to increase swelling or irritation.
- Caution is advised to persons with a history of herpes simplex in the treatment area. For those who carry the herpes simplex virus, it is recommended to be pretreated with a prescribed antiviral medication for a 3 days before and after each treatment. If you have an active herpes outbreak, your appointment will have to be rescheduled.
- If you develop a cold/flu, infection, blemish or rash in the area to be treated prior to your appointment, we recommend that you reschedule.
- Discontinue the use of Retin-A for 3 days before treatment to avoid any increased redness and irritation.
- Inform your Nurse Injector if you have demal fille treatments or have previously had cosmetic treatments with laser within the tlast 2 weeks.

After your treatment:

- Patients should not schedule any invasive procedures for 2 weeks after treatment to treatment.
- Do not touch, rub, press, massage, or manipulate the injected sites for at least 6 hours.
- Avoid rigorous exercise, sun and heat exposure for 3 days after treatment.
- Avoid submerging head under water for 24 hours after injection.
- No cosmetic treatments such as laser, ultrasound, peels, facials or microdermabrasion for 2 weeks after treatment.
- Avoid makeup for 24 hours. Earlier use may cause pustules.
- Ice the treated area for the next 24 hours, every 20 minutes.
- Discontinue the use of Retin-A for 2 days after treatment.
- Avoid alcohol, caffeine, Niacin supplement, high-sodium foods, high sugar foods, refined carbohydrates, spicy foods and cigarettes 24-48 hours before treatments. These items may contribute to increase swelling or irritation.
- Avoid Aspirin, Motrin, Gingko Biloba, Garlic, Flax Oil, Cod Liver Oil, Vitamin A, Vitamin E or any other essential fatty acid at least 1 week before your treatment to minimize bruising or bleeding. Consult your primary physician prior to discontinuing any medications.
- Please call INTERLOCKS MedSpa if you have increased pain, swelling redness, blisters or itching.

Patient Name Printed: _____

Patient Signature: _____ Date: ____ / ____ / ____

Witness Name Printed : _____

Wittness Signature: _____ Date: ____ / ____ / ____