

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 on all Micropigmentation services at the time of scheduling.

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 accept all major credit cards and 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, when appropriate and safe to do so; 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

Only children who are receiving services are allowed to enter our Spa. We do not allow children to accompany adults for any Spa or MedSpa services, 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.

INTERLOCKS™

MEDSPA + WELLNESS

PRE-PROCEDURE INFORMATION

It is very important that you read ALL of the information in this document and sign it. This confirms that you understand our policies.

Contraindications - You are not a candidate for micropigmentation if any of the following apply to you:

- Pregnancy
- Nursing
- Diabetes Type 1
- Lupus
- Hepatitis B/C
- AIDS
- Active Skin Disorders: Cold Sores, Shingles, Impetigo, Psoriasis, Pink Eye, Sun Burn, Severe Acne
- Active Vitiligo
- Severe Rosacea
- Blood Disorders: Sickle Cell, Hemophilia
- Keloid Formation
- Mental Disorder
- Accutane (must be off for 6 months)
- Steroids (must be off for 6 months)

Restrictions

- Retinol/Retin-A must be discontinued 7 days prior to procedure. (It may cause the skin to bleed).
- Injections (Botox, Radiesse, JuvaDerm, Voluma, etc.) must be done 2 weeks before or 2 weeks after procedure.
- Chemical peels and laser treatments may not be done within 60 days before or after procedure.
- The use of Latisse® must be discontinued *at least* 3 months prior to your eyeliner procedure.
- Sunburned or Suntanned skin is damaged skin and therefore may cause excessive bleeding. We CANNOT work on sunburned or suntanned skin.
- You cannot expose the area to the sun for 30 days before or after procedure.
- Stay out of steam rooms, saunas, hot yoga, swimming pool, etc. for one week following procedure.
- Avoid working out or sweating for 1 week post procedure. (sweat may prevent pigment from healing into the skin)
- Avoid alcohol and caffeine 1 day before procedure to minimize any bleeding or swelling.
- Do not take aspirin, ibuprofen, niacin, fish oil or vitamin E 3 days prior to procedure unless medically necessary.

Pre-Procedure Instructions

Eyebrows:

Avoid tweezing, waxing, electrolysis, and coloring your brows for two weeks prior to the procedure. This will allow your technician the most flexibility to achieve optimal results. We offer several different options of eyebrow pigmentation lasting from several months to several years; your specialist will discuss the best options for you depending on your skin type, lifestyle, desired results and desired maintenance.

Eyeliner:

- Do not wear contact lenses during or immediately following your eyeliner procedure. Remember to bring your eye glasses. You may resume wearing your contact lenses as soon as your eyes return to their pre-treated condition.
- The use of Latisse® must be discontinued *at least* 3 months prior to your eyeliner procedure. Latisse® produces an inflammatory reaction in the skin, which may cause excessive pain and bleeding.
- Do not use other growth stimulants such as RapidLash®, or RevitaLash® for at least one week prior to, or one week after your eyeliner procedure.
- Lash extensions must be removed completely before your eyeliner procedure.

Lips:

If you have any history of cold sores, fever blisters, or herpes simplex, you **must** contact your physician to obtain and take the proper prescription medication to prevent such outbreaks for at least 4 days before and after the procedure. Many physicians prescribe 12 capsules of 500mg Valtrex. Follow your physician's instructions.

Wear your normal makeup and bring your lip or brow pencils with you the day of the procedure. Please be aware that in order to ensure we choose the right color pigment, we may need to remove any foundation or concealer you are wearing to see the true undertone of your skin. You may choose to bring your makeup to touchup after your procedure.

Patient Name (Printed): _____

Patient Signature: _____ Date: ____ / ____ / ____

Witness Name (Printed): _____

Witness Signature: _____ Date: ____ / ____ / ____