

RANCH & COAST

PLASTIC SURGERY

Policies and Etiquette

Welcome to Ranch and Coast Plastic Surgery!

The following guidelines will ensure our providers give you the best level of care and attention during your appointment. We appreciate your cooperation.

ARRIVING

FIRST VISIT – Please arrive 15 minutes prior to your first appointment to allow ample time to check in and complete intake paperwork.

LATE ARRIVAL – If your arrival is delayed, we will make every effort to accommodate your full appointment, but service time may be abbreviated to avoid delays for other guests. Abbreviated treatments are charged at full value.

LATE CANCELLATION & MISSED APPOINTMENT – We have a 24-hour cancellation policy on ALL Non-surgical treatments. Late cancellations are subject to \$50 fee or 50% of the service value, whichever is greater. Missed appointments are charged at full value.

PAYMENTS

PAYMENTS – Because our practice is limited to elective aesthetic medicine, we do not bill insurance. All prices are subject to change without notice. We accept cash, cashier's checks, Visa, MasterCard, American Express, Care Credit, and Alphaeon; We DO NOT accept personal checks.

GIFT CARDS – Gift cards may be used toward any service or product offered at Ranch and Coast Plastic Surgery. Gift cards are not redeemable for cash.

REFUNDS – Services: We do not offer refunds on services rendered even if you are disappointed in the result. Products: May be returned for in-store credit within 7 days from the date of purchase when there is a documented allergic reaction to the product. Defective products (i.e., broken pump) may be exchanged within 7 days from the date of purchase for the same product only. In accordance with federal law, we do not offer refunds or exchanges on prescription products for any reason.

Patient Full Name: _____ **Date:** _____

Patient Signature: _____