

REFUND POLICY

- 3D CLINIC/REWIND SKIN TECH is not required to provide a refund if you change your mind, found a cheaper product or service somewhere else, decided you did not like the purchase or decide you should not have gone ahead with a particular treatment or purchase for any personal reason.
- Although an extremely high percentage of our cliental obtain great results there are no guarantees of a certain level of those results. **It is the right of the consumer to understand the limitations of the service being provided.**
- If you have a **minor problem** with a product or service, ie area of question upon any already treated areas, 3D CLINIC/REWIND SKIN TECH hold the right to choose to offer replacement or refund. We like to see all of our clients satisfied so if there happens to be areas that need closer attention than others this can only be established once we are able to assess the treatments progress post treatment via your 60-90 days follow up appointment. Our **10 free HIFU shots** complementary service upon your follow up treatment should treat the areas needed.

If another treatment is performed between your initial treatment and your follow up by an external source ie, botox, fillers, skin peels, microdermabrasion, laser or of the like, this will impact on your HIFU results and therefore void our responsibility to deliver results of our HIFU treatment.

Only when there is a **major problem** does the consumer then hold the right to ask for a replacement or refund.

A major problem

- withheld information that was not provided to the consumer that would of stopped the consumer from purchasing the service if they had known about it
- Is substantially unfit for its common purpose, and can't easily be fixed within a reasonable time
- Does not meet the specific purpose you asked for and cannot be easily rectified within a reasonable time
- Creates an unsafe situation

The person undertaking the treatment holds responsibility for providing true and correct information to us before deciding to undergo HIFU. It is NOT the

responsibility nor intention of our staff to try and persuade the consumer nor give any false or misleading information leading to any person undergoing any treatment.

- It is upon the consumers responsibilities to understand the treatment concept being undertaken and its effect and guidelines via information provided by us through our website **3dclinic.com.au**, **rewindskintech.com.au** or 3D clinics **Facebook** page. Information on our treatments are also provided through phone consultations and face to face consultations at one of our clinics. If you feel that you have any unanswered questions please feel free to ask a member of our team before commencing any treatment.

AFTERCARE POLICY

It is normal for the area to feel tender immediately after the procedure.

- We recommend no sun exposure for 24 to 48 hours after the treatment or SUNSCREEN is a MUST! This should stay part of a good preventative skin-care routine
- No strenuous exercise for 14 days as a minimum, individuals should only return to the gym or resume heavy lifting once they feel they have completely healed and are no longer sensitive
- The treated area maybe flushed, reddened and feel tingly, and be temporarily swollen or inflamed up to 14 days in rare cases up to a month
- Temporary bruising and numbness in the treated area can also occur (although this is rare)
- Apply a gentle cream or soothing gel every 4 to 6 hours for up to 72 hours' post treatment. Discontinue any active/acidic skincare. Use only gentle hydrating moisturizer for sensitive skin
We offer a range of suitable medically formulated SKIN 02 skincare instore
- Increase your PROTEIN and WATER intake this will speed up the healing and regeneration process.

The Skins Appearance Post Treatment

- **Results visible 6 to 8 weeks and improve further over time. Collagen induction process continues to work for UP TO another six months after the treatment.**

Please CALL US on 0406498899 if you are unsure and would like further advice about AFTERCARE.

ASSESSMENT AND FOLLOW UP POLICY

- **Assessments/follow up appointments after 90 days WILL NOT ALLOW for free treatment as its exceeded the assessment period.**
- (Extra treatment up to 10 shots is complimentary following up a full face and neck HIFU treatment between 60-90 days post treatment, **no exceptions**)
- It is the CLIENTS RESPONSIBILITY to schedule an assessment if desired, this is not an essential part of the treatment yet it is recommended, and is a complimentary service if needed.
- It is very important for all clients to strictly follow our HIFU maintenance regime, including booking the **60-90 day follow up**, and follow through with all aftercare in order to obtain the best possible result our services provide. We will always endeavour to keep a happy cliental, it is important to stick to your follow up appointment scheduled after your treatment in order to allow us to help the treatment process to the best of our ability.

CANCELLATION/RESCHEDULE/NO SHOW POLICY (for full price appointments) including fat-cavitation

- 3D Clinic/Rewind Skin Tech require a **minimum 24hr cancellation time**, all deposits paid will be forfeited to cover clinic costs.
- Appointments can be rescheduled providing a further deposit is paid to rebook.
- **NO SHOW** to follow up appointment will automatically forfeit your eligibility for this appointment.

- After 90 days extra treatment is available at per shot \$22.5 or \$650 for full face and neck booster.

(Special offer/voucher/model/discount appointments)

- These appointments are all non-changeable, non refundable, non transferable, deposits are lost if cancelled **NON-NEGOTIABLE**
(please respect our staff in relation to this policy as they do not have authority in making decisions regarding this)

Please contact us via email for customer service at infoandservice@3Dclinic.com.au or info@rewindskin.com.au.