

Slent Medical Spa Refunds and Returns Policy

Treatments & Packages

To avoid abuse of special discounting with pre-paid service packages, refunds on remaining un-used treatments will be given only after applying the full **standard** price of used treatments, along with a 20% processing fee. If for some reason you are not able to use an un-rendered, pre-paid service, you may put the unused portion of your pre-payment toward other services.

Treatments & Packages Expiration

All service packages and pre-paid treatments must be used within 1 year (365 days) of date of purchase or they will expire.

Products

We are constantly striving to create an environment founded in excellence, quality, and most importantly – the safety of our clients. For this reason, we cannot accept skin care product returns (with exception to clear defects in packaging or product) once your purchase has been completed.

Gift Certificates

Gift certificates are non-refundable. We will, however, allow them to be transferred to another party.

Elite VIP Membership

30 days notice prior to the yearly renewal date must be provided for any membership cancellations. Failure to do so will result in automatic renewal of the membership for an additional term.