# Medi-Refine Aesthetics

## Refund Policy

### Our Commitment

At Medi-Refine Aesthetics, client safety and satisfaction are our priority. Aesthetic treatments are medical procedures and individual results vary. For this reason, refunds are not provided simply because the desired outcome has not been achieved.

### Treatment Fees

Fees paid cover the clinical assessment, practitioner expertise, consultation time, products used and treatment provided. They are not a guarantee of a specific aesthetic outcome.

### Further Treatment

Where clinically appropriate, additional treatment may be recommended to achieve or optimise the desired result. Any additional treatment or product is not included in the original treatment fee and will be charged at the applicable rate.

### Treatment Elsewhere

If you seek assessment, correction, dissolving treatment or further treatment from another practitioner before Medi-Refine Aesthetics has had the opportunity to assess your concerns, we will be unable to accurately assess the original treatment outcome. In these circumstances, you will not be entitled to a refund.

### Refunds

Refunds will not be provided for dissatisfaction with aesthetic results where treatment has been carried out appropriately, where aftercare instructions have not been followed, or where treatment has been altered by another practitioner before Medi-Refine Aesthetics has had the opportunity to assess the outcome.

### Exceptional Circumstances

Nothing in this policy affects your statutory consumer rights. Refund requests relating to clinical concerns will always be considered on an individual basis where appropriate.