

MINTSKIN

SKIN CONSULTATION FORM

All Information Is Confidential
所有信息都将被保密

Name: _____
Gender: F M
DOB: _____
Phone: _____ (DD/MM/YYYY)
Email: _____

Are you pregnant? 是否怀孕? NO YES
Any allergies history? 是否过敏? NO YES
Have you done laser recently? 近期是否做过激光? NO YES
Your Concern : Skin type肤质 Skin Color肤色 Skin Age肤龄

How do you know us? Friends WeChat 小红书 INS/Facebook Web/Google Walk-in Others_____



Skin Type

Dry Oily Combination Sensitive

Skin Problem

Rough Pores Blackheads Acne
 Pigmentation Acne pits Redness
 Sensitive Fine Lines Sagging

Eye condition

Dark Circles Eye Bags
 Fine Lines Wrinkles

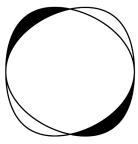
- I understand that I am not obliged to provide any information requested of me, but that my failure to do so might compromise the quality of the skin care and treatment given to me.
- I am aware that this practice has a privacy policy on handling patient information.
- I understand that the member card has a two-year use period, and the deposit is not refundable.

Signed 签名 _____ Date 日期 _____ (DD/MM/YYYY) Witness 见证人 _____

It's important to establish what you can expect from us as you use our services, and what we expect from you. Please read our policy terms and conditions at www.mintskinclinic.com.au. Understanding these terms is important because, by using our services, you're agreeing to these terms.

Besides these terms, we also publish a privacy policy(www.mintskinclinic.com.au/privacy). We encourage you to read it to better understand how best to exercise your rights and obligations.

Be rejuvenated Be inspired
明新肤·焕新生



POLICY

We pride ourselves on offering the best in customer care. Please make yourself aware of our policies, which have been designed to ensure a safe and enjoyable visit for all guests

Important message regarding COVID-19

For anyone with pre-paid treatments (including Rechargeable member card | Packages), rest assured the expiry on your package has been automatically extended.

*For example, if you had 3 months remaining to use your pre-paid treatments before our clinics closed, you still have 3 months to use them from the date we reopen.

Please note refunds are not provided for change of mind. All of our clinics adhere to Government regulations for the health and safety of our customers and staff. Your satisfaction is paramount at MINTSKIN.

1 Rechargeable member card | Packages guideline

1.1 Valid date

Pre-paid treatment packages must be redeemed within the following periods, after which, any unused value will be forfeited and will not be refunded:

Pre-paid treatments (including Rechargeable member card | Packages) must be redeemed within 24 months from the date of purchase.

The Rechargeable card can be extended for another 24 months after recharging.

From time to time, MINTSKIN Clinic may offer promotional offers on our products and services, where either members or customers the opportunity to purchase either existing, limited edition or additional products and services at a discounted rate or offer, and which are subject to the promotional terms and conditions of sale as advertised by us at that time.

Promotion packages are only valid for 3 months, especially the free packages that come with the membership privileges, we are highly recommended to use the free packages first.

1.2 Benefits

1.2.1 Package price

The package price per treatment will be lower than the single treatment price. See the price list in clinic for details.

1.2.2 Privileges of Members

We provide five levels of (rechargeable) membership cards, different privileges for each membership card can be found in the membership privileges in the clinic.

1.3 Limitations

Pre-paid treatments (including Rechargeable member card | Packages) cannot be exchanged for cash or used to purchase products or discounted packages | promotions.

Prepaid treatments (including Rechargeable member card | Packages) CAN BE transferable to other individuals, split or shared.

In case of force majeure, unable to continue to complete the treatment, you can look for transfer in the third-party market by yourself, but the terms of the transfer must be followed.

1.4 Transfer term

You cannot transfer or assign your MINTSKIN Clinic Prepaid treatments (including Rechargeable member card | Packages) without MINTSKIN Clinic's prior written consent.

The transferred person must go through the transfer procedures at the clinic. They will be asked to, abide by and agree with the rules of MINTSKIN membership. Pre-operative consultation might be required, depending on the transferred treatment. Mind skin will retain the right to charge a consulting fee.

In a natural year, a card can only be transferred once. 2 years OPT hair removal packages can not be transferred.

1.5 Refund

MINTSKIN will provide refunds in accordance with the Competition and Consumer Act (Australian Consumer Law). Please note, refunds are not provided for change of mind.

According to the Australian Consumer Law, business can refuse to give you a free repair, replacement or refund if: you simply changed your mind.

You may be entitled to an exchange or refund of a product or service where it is: Faulty; which has to be proved from certificated entitle,

Substantially unfit for its specified purpose and cannot be remedied within a reasonable timeframe;

Unsafe or creates an unsafe situation;

If there is a problem with a product or service, and it can be remedied, we will attempt to remedy it within a reasonable time. If remediation is not possible, the above will apply.

If remediation is not possible, the above will apply, and you may be entitled to transfer to a third party. We do not refund for a change of mind, decided you simply don't like it or have no use for it!

Please keep and produce your proof of purchase for all refunds and exchanges (e.g. your receipt).

Customer results may vary, and as such, no refund or exchange will be provided if the service or product did not provide the desired result, excluding any faults | major problems outlined above.

This refund policy applies and you agree to be bound by these conditions, when purchasing pre-paid treatments including packages for multiple treatments.

MINTSKIN reserves the right of final explanation.

Any request for a refund by you must be made in writing and issued to: mintskinmelbourne@gmail.com, for our consideration. The clinic may decide, upon review of your written request, whether a refund is required.

We will let you know if the refund was approved or not in 7 business days. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

In case of irreconcilable refund demand, refund settlement includes but is not limited to:

According to the original purchase value (excluding bonus) of the prepaid treatments (including member card and package), deduct the original price of the used treatments.

For the package redeemed by a member card, if the package is exhausted, it can be settled according to the package price. If the package is not exhausted, it shall be deducted according to the original price of the used treatments.

If you've enjoyed the member's birthday half price package deals, you will no longer be allowed to use the half-price offer because you quit the membership. The gap between the original price and the discounted package price will be deducted from the card balance.

If you withdraw from the prepaid treatment program, the gift with the purchases or promotions will be requested to be returned (following our return policy) or deducted from the member card value according to the gift's recommended retail price.

2 Return Policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return. This applies to skincare products only.

To be eligible for a return:

Your item must be in the same condition that you received it, not physically damaged from dropping or mistreatment, and in its original packaging.

Photographic or video evidence may be required as evidence to report the product is faulty.

You'll also need the receipt or proof of purchase.

To start a return, you can contact us at mintskinmelbourne@gmail.com. If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package.

*Items sent back to us without first requesting a return will not be accepted.

2.1 Damages and issues

Please inspect your online order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

2.2 Exceptions | non-returnable items

Unfortunately, due to hygiene reasons, we are unable to accept returns on open or used products.

3 Something you need to know

Please check www.mintskinclinic.com.au/policy for detail.

4 Policy Updates

MINTSKIN Clinic reserves the right to cancel, add or amend the Rules without notice or anticipated. Breach of any applicable law or regulation or any other event outside Results MINTSKIN's reasonable control. Any changes will be posted either within these terms and conditions or the promotion notice. Please check www.mintskinclinic.com.au/policy for detail.

Signed _____ Date _____ (DD|MM|YYYY) Witness _____