

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

- **We do not refund for a change of mind, or decide you simply don't like it or have no use for it.**
- **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.**
- **Any changes and cancellation made with less than 24-hours notice will incur a \$50 no-show fee.**
- **All membership and pre-paid package treatments have a validity period of 24 months from the day of purchase, excluding the credit amount in V4 and V5.**

1 Pre-paid Membership card / Pre-paid Packages guideline

1.1 Valid date

	Membership credit 卡金	Pre-paid package 预付疗程套餐	Pre-paid treatment 预付单次治疗	Free Treatment* 会员赠送项目	50% off Package 会员半价疗程	Monthly promotion* 月度活动	Gift Card 会员赠送礼品卡
Valid	24 months(ex.V4&5)	24 months	24 months	3 months (ex.V4&5)	24 months	May vary	3 months

1.2.2 Privileges of Members

Member Type	V1	V2	V3	V 4	V5
Member price*	Yes	Yes	Yes	Yes	Yes
Package Treatment price	Yes	Yes	Yes	Yes	Ye
Free Treatment*	M22 All Around Focus	LALA Peel X1 M22 All Around FocusX1	LALA Peel X1 BCN skinbooster X1	Pico all around X1 10D MPT 300 shots X1	Pico all around X1 10D MPT 300 shots X2
50% off Package		one	one	one	one
Monthly promotional*			Yes	Yes	Yes
Free Round Ride*				2	2
Gift Card*					\$300*5
SponsorShip					Event Sponsor

*Member price: The member price is applicable only when there is a minimum of 50% of the member treatment price available as credit in the membership, otherwise full price will be charged. *Free Treatment: Expired in 3 months for V1-V3, Expired in 6 months for V4, Expired in 12 months for V5 *Monthly promotion: is only for the currently month promotion not the previous month *Free Round Ride: Round trip within a 30km radius, expired in 24 months *Gift card: considered as cash, non-refundable and non-exchangeable *Sponsorship: please talk with our consultant for more details.

1.3 Limitations Any treatments and membership credit and packages cannot be redeemed to cash.Full Payment required on the second visit

1.4 Transfer term You always have the right to transfer or share your unused value to third parties or your friends.If you wish to permanently transfer your membership card or treatment package to a third party, a transfer agreement must be signed by all parties involved to ensure that the transferee is aware of MINTSKIN's terms and conditions.We do not accept separate transfers.

1.5 Cancellations & Arrival Any changes or cancellations to the reservation must be communicated **at least 24 hours prior** to your reservation via phone, WeChat. Any changes and cancellation made with less than 24-hours notice will incur **a \$50 no-show fee**.Please arrive on time to your scheduled appointment time. If you are late for a scheduled appointment we may need to shorten or cancel your treatment and the \$50 no-show fee may still apply.

1.6 Customer Complaints MintSkin seeks to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us in improving our products, services and customer service. If you are not satisfied with our services, please lodge a customer complaint so that we are able to resolve the matter for you.

1.6.1 Lodging a Complaint **if our services do not meet your expectations**, please make your complaint to us via:

Email: mintskinmelbourne@gmail.com

Post: MintSkin Clinic,office 4 , 40 Montclair Ave, Glen Waverley, VIC 3149

Our customer service representatives will strive to investigate and resolve your complaint as soon as possible.

2 Product 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

3.1 Booking and Changing appointments Any changes or cancellations to the

reservation must be communicated **at least 24 hours prior** to your reservation via phone, WeChat.Any changes and cancellation made with less than 24-hours notice will incur **a \$50 no-show fee**.

3.3 Age requirement The minimum age for laser and medical peeling treatments is age 16. Customers under the age of 16 who receive laser and medical peel treatments require guardian consent and written authorization.

3.4 Pregnancy and Breastfeeding Due to increased sensitivity and various hormonal changes during pregnancy, there are some treatment contraindications and special precautions for pregnant and breastfeeding mothers. We recommend that you call our clinic and talk to one of our trained staff and check with your doctor on your individual needs prior to booking any treatment.

3.5 Health Please use our consultation forms to disclose to MINTSKIN your medical history, including any medical conditions, pre-existing injuries, infectious diseases, skin conditions, allergies, and pregnancy. If your health conditions have changed since first completing the forms, you need to inform our staff proactively before the start of the treatment. You are responsible for any undisclosed medical conditions.

3.6 Etiquette Whilst in our venue, we ask that you kindly respect our staff, facilities, clinic policies and the enjoyment of other guests. We operate a very positive, professional and loving environment. Please note that entry to MINTSKIN and invitations to rebook are at our discretion.

3.7 Special Considerations For any additional dietary requirements, allergies, conditions (including pregnancy) or disabilities not advised at the time of making the reservation, please contact us so we can assist in making the appropriate choices or modifications. Whilst all care is taken, MINTSKIN can not guarantee any of our treatments (or catering) are completely free from traces of allergens, or appropriate for any medical condition. Please seek prior advice from your doctor or healthcare professional. Patients being treated for chronic medical conditions or cancer should provide a written clearance from their doctor.

3.8 Results Disclaimer No one person is the same and each of our bodies are unique. What works for one person, may not work for another. We all have different skin, we all do different things and expose our skin to different environments. Because of this, and our own genetic disposition, make up, body, skin type, and personal skin regime, we can never be 100% certain that our products or services will achieve ayin desired result or outcome, but we make recommendations as best we can, and with the information that we get from you.

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 for details.

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

MELBOURNE CBD

BOX HILL

GLEN WAVERLEY

Be rejuvenated Be inspired

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