



Phone: 541-434-0922 | Fax: 541-434-4369 | 2550 Willakenzie Road Eugene, OR 97401

## *Cancellation & Return Policies*

### **Cancellation Policy:**

We require at least 24 hours' notice to cancel or reschedule your appointment. Cancellations or missed appointments with less than 24 hours' notice will result in a \$125 fee, or the cost of the treatment if it is less. Charges apply if we are not notified at least 24 hours in advance or if the appointment is missed. As a courtesy, text reminders are sent 48 hours prior. To make changes, please call or text 541-434-0922.

### **Product Returns & Exchanges:**

Face & Eye Plastic Surgery offers exchanges on unopened, unused products within 14 days of purchase. Opened or used products are not eligible unless damaged, defective, or causing a documented adverse reaction, in which case they may be exchanged. Any damaged or defective products must be reported within 14 days of purchase to qualify.

### **Cosmetic Injectables:**

Please allow 14 days before any Botox or filler corrections. Contact us immediately if you experience an adverse reaction. Botox touch-ups must be completed within 30 days; after that, additional treatment requires a 90-day wait or a paid session.

### **Packages:**

Discounted service packages are non-refundable. Unused services may be applied to other treatments of equal or lesser value if deemed unsuitable.

### **Service Dissatisfaction:**

At Face & Eye Plastic Surgery, we stand behind the quality of our services. All consultations, treatments, and service packages are non-refundable. If you are unsatisfied, please contact us within 14 days to schedule a follow-up with your provider so we can address your concerns. Please understand that the ultimate resolution for any dissatisfaction will be determined at the discretion of our management team, as we strive to ensure every client has a positive experience. Your feedback is always valued.

### **Concerns or Complaints:**

Please contact us at 541-434-0922 with any questions, concerns, or feedback—we are happy to help. Our management team will promptly review and address each situation, with exceptions considered on a case-by-case basis.