

Account Credit Policy

Our priority is your satisfaction. We understand that circumstances may change, and we will make every effort to address concerns fairly and with understanding.



Because many Laser Center treatments are purchased as **prepaid packages, combination treatments, or promotional offers at discounted pricing, - refunds are generally not provided.** In certain circumstances, the unused eligible value may be issued as an account credit in accordance with the guidelines below.

Before requesting a account credit, please contact our support team so that we may review your concerns, answer questions, and discuss available options.

Product Credits

Product credits are considered only in the case of a **documented allergic or adverse reaction or a confirmed defective product.** To qualify for a credit, we must first determine if the product was used as directed and review the circumstances of the request.

Procedures & Package Credits

Package Expiration

Prepaid treatment packages are valid for **12 months for the original date of purchase.** Any unused treatments or remaining package value expire after 12 months and are no longer eligible for account credit.

Packages Less than 12 Months Old

Unused portions of eligible packages purchased within the previous 12 months may be considered for an account credit, subject to the guidelines below.

Discontinuing a Package

If you choose to discontinue a prepaid package before completing all treatments, any treatments or services already received will be recalculated at their **regular non-discount price.** The amount originally paid will then be reduced by the regular price of services already received. Any eligible remaining balance may be transferred to your account as a credit.

Complimentary Items or Services

Any complimentary products, treatments, services or other promotional items included with a package have **no cash or credit value** and are not included when calculating an account credit.

Account Credits

Account credits have no cash value and are not issued as cash refunds. Credits may be applied toward eligible future Laser Center services or products, subject to applicable restrictions.

The Laser Center reserves the right to review account credit requests individually based on the circumstances of the purchase, services received, promotional terms and this policy.

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