

Refund Policy



If for any reason you are not satisfied with a product or in the event that there is an allergic reaction to the product you purchased from us, you may exchange it within 14 days of the original purchase date for spa credit. Requests must accompany a valid receipt for an exchange or credit.

All spa sales are final. Treatment packages are non-refundable, non-transferable, and non-exchangeable. **Under no circumstances will refunds be issued for services rendered.** The exception for a refund on services yet rendered will only occur if there is a valid medical reason as to why you cannot utilize the medical spa service that you purchased. We will then allow you to use your remaining balance towards other services of equal value. The only time we will provide a refund for packages or purchases yet rendered is if your complaint is accompanied by a practicing physicians note, explaining your medically inclined inability to utilize the service within 6 months of the purchase date of said service, at which point we will present you with a 50% refund of the original service purchase price.