Appointment Cancellation Policy

Your appointment is very important to all members of our De La Belle team. If you are unable to keep a scheduled appointment, please give 24 hours advance notice to ensure you will not be charged for the appointment.

A credit/debit card is required at time of booking to guarantee your reservation.

In the event we do not receive required notice, the following fees will be applied to your debit/credit card or your De La Belle Wellness account. Fees must be paid in full before future services may be provided.

- *Less than 24 hours'* notice prior to appointment time will be subject to a $25 cancellation charge.
- Failure to show up for your appointment with *no notification* will result in a minimum charge of $50, and or up to ½ cost of service.

Product Return/Refund Policy

Products such as skincare, makeup, or any prescription based product is not eligible for a return. In the event of product defect or allergic reaction, the product must be returned within *3 business days* of date of purchase *for store credit only*.

All other retail items may be exchanged or returned *for store credit* within *3 business days* of purchase date **unless** items have appeared to have been used, opened, seal broken or items were purchased on sale/clearance. All returns must be accompanied with original receipt. Any returns for exchanges/store credit are at the full discretion of the owner.

We do not except returns/exchanges/refunds/store credit on Ideal Protein items.

Deposits on services/packages are non-refundable and may not be substituted for other services or products.

Clients that have pre-purchased a service may not receive a refund or exchange on the service and must redeem the service in full by the expiration date determined at the time of purchasing.

All packages for services have an expiration date given at the time of purchase and must redeemed in full by the expiration date.

Our terms and policies are subject to change at any time. Any amendments to policies are at the sole discretion of the owner.

Signature_____Date_____