



## *Office Policies*

To ensure the best experience for our clients, please review the following policies regarding promotional offers and services:

### *1. Birthday Certificates*

Clients who receive a \$50 Birthday Certificate may redeem it during the month **before, during,** or **after** their birthday month. We encourage you to plan ahead and enjoy your special gift!

### *2. Referral Certificates*

We are grateful for your referrals! A \$25 Referral Certificate will be issued upon your friend's completed appointment. Referral Certificates expire **one year** from the date of issuance and are not transferable.

### *3. Banked Services*

Pre-paid or banked services (such as packages or bundled treatments) are valid for **three years** from the date of purchase. Please be sure to schedule your services within this time frame to take full advantage of your investment.

### *4. Botox Efficacy Concerns*

If you are concerned that your **Botox** treatment did not achieve the expected results, you must contact our office **within three weeks** of your appointment. We want to ensure your satisfaction and will evaluate your results during this timeframe only.

With Gratitude and Deep Appreciation,

*Dr. Roma Franzia*

*Client Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

