

Hello Gorgeous

OSWEGO, IL

Service & Refund Policy

PLEASE REVIEW & SIGN AT INTAKE

We believe in clear expectations, honest conversations, and excellent clinical care. Please take a moment to read this before your appointment so we're on the same page. **If anything here doesn't make sense, ask us. We'd rather answer now than have a misunderstanding later.**

Botox & Neuromodulators

- Results take 7–14 days to fully appear — please wait the full two weeks before judging your result.
- At day 14, if there's true asymmetry, we'll do a complimentary touch-up through day 21.
- No refunds on Botox or other neuromodulators once injected. Product cannot be returned.
- Pre-purchased units expire 6 months from purchase.

Dermal Filler

- Filler results are immediate but continue to settle for 2–4 weeks.
- Filler is priced by syringe, not by area. Additional product needed = additional cost.
- True clinical asymmetry is corrected complimentary at the 2-week follow-up.
- No refunds on filler once injected. Dissolving by request (not complication) is a separate paid service.

All Other Services

- Facials, lasers, RF, microneedling, body contouring, IV therapy, weight loss visits — once a service is rendered, it's non-refundable.
- Concerns about your result are addressed clinically at a complimentary follow-up.
- Service credit toward future visits may be offered at our medical director's discretion.

Packages & Deposits

- Treatment packages are valid 18 months from purchase.
- Deposits are fully refundable if you cancel 24+ hours before your appointment.
- Retail products: unopened only, 14 days, exchange or store credit (no cash refunds).
- Pre-paid services not yet rendered follow our Package Policy.

If something feels wrong, call us immediately.

Severe pain, skin color changes (white, dusky, blue), vision changes, eyelid drooping, signs of infection, or any new concern after your treatment — call **630-636-6193** right away. Clinical complications are managed at no charge. Your safety is our priority. Always.

The bottom line

Aesthetic medicine is not retail. Once a treatment is performed, we can't return it — but we can absolutely take care of you. Every concern gets a follow-up. Every complication gets clinical care. Every client is treated like family. We've been in Oswego for 10+ years because we mean that.

By signing below, I confirm I have read and understand the Hello Gorgeous Service & Refund Policy and agree to its terms.

Client Signature & Date

Printed Name

Hello Gorgeous Med Spa

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