**Refund and Cancellation Policy for Payright Purchases at Skin Sculpt Studio**

This Refund and Cancellation Policy applies to services purchased using Payright's interest-free payment plans at Skin Sculpt Studio. It is designed to comply with Australian Consumer Law (ACL) and outlines your rights and responsibilities regarding refunds and cancellations.

1. **No Refunds for Services Rendered:**

As per Australian Consumer Law, refunds are not typically provided for services that have been fully performed. Once a service has been completed at Skin Sculpt Studio, no refund will be issued, even if you are using a Payright payment plan. This is because the service has been provided, and the agreement with Payright is for the payment of that service.

2. **Cancellations and Rescheduling:**

* More than 48 hours' notice: If you need to cancel or reschedule your appointment and provide more than 48 hours' notice, you may do so without penalty. We will work with you to reschedule your appointment at a convenient time. Please contact us directly to make these arrangements. Your Payright agreement will remain as it was and any changes to appointments days or times will not change your Payright contracts.
* Less than 48 hours' notice: If you cancel or reschedule your appointment with less than 48 hours' notice, a cancellation fee of 50% will apply for the serviced booked. This fee covers the cost of lost appointment time and will be deducted from any future service credit or may be charged directly. Your Payright agreement does not change. Please speak with Skin Sculpt Studio to reschedule and arrange additional payments if required.
* No-shows: Failure to attend your scheduled appointment without any prior notice will result in a 100% loss of the service and payment. This is because the appointment time is reserved specifically for you, and no-shows prevent us from offering that time to other clients. The full cost of the booked service will be payable, and the Payright contract will remain as agreed.

3. **Payright Agreement:**

Your Payright agreement is a separate contract between you and Payright. Any changes to your service agreement with Skin Sculpt Studio, such as cancellations, will be communicated to Payright, and your payment plan will be adjusted accordingly if required. However, the underlying obligation to pay for the services rendered (or cancellation fees, where applicable) remains with you and Payright and Skin Sculpt Studio cannot make any changes in regard to your Payright Contract. Any changes are lodged directly through them. Please refer to their contract terms and conditions and speak with them directly for any repayment issues or requests.

4. **Exceptional Circumstances:**

In exceptional circumstances, such as medical emergencies or other unforeseen events, will review on a case-by-case basis. Requests for consideration under exceptional circumstances must be made in writing and accompanied by supporting documentation. These requests will be assessed individually and at the discretion of Skin Sculpt Studio management, in compliance with ACL. Even in these cases, the existing agreement with Payright for the services may still be in place and require fulfilling. You will need to contact Payright directly for any changes or requests to your loan contract.

5. **Consumer Guarantees:**

Our services are provided with due care and skill. If you believe a service was not provided with due care and skill, please contact us immediately so we can address your concerns. This does not automatically entitle you to a refund, but we are committed to resolving any issues in line with the ACL.

**No Refund Policy for Beauty Services**

At Skin Sculpt Studio, we are dedicated to delivering exceptional beauty services and ensuring client satisfaction. To maintain clarity regarding our policies, we have established a strict no refund policy for all beauty services rendered, detailed as follows:

1. **General Policy**
a. We strive to provide excellent beauty services. However, please be aware that we have a strict no refund policy applicable to all services rendered.
2. **Commitment and Expectations**
a. By booking our beauty services, clients acknowledge that results may vary based on individual factors, including skin type, hair texture, and personal preferences.
b. Our skilled professionals are committed to performing services with the highest level of care and expertise, striving for optimal outcomes; however, individual results cannot be guaranteed.
3. **Cancellations and Rescheduling**
a. Clients have the option to cancel or reschedule appointments; however, no refunds will be issued for services rendered or for missed appointments. For full details, please refer to our cancellation policy.
b. We kindly request a minimum of **48 hours' notice** for cancellations or rescheduling requests.
4. **Service Concerns or Dissatisfaction**
a. If a client has concerns or is dissatisfied with any service, we encourage open communication during the appointment to address any issues.
b. Our professionals will make every reasonable effort to accommodate and rectify concerns during the appointment, but refunds will not be granted for services that have already been rendered.
5. **Adverse Reactions**
a. In the rare event of an adverse reaction to a product used during a service, please notify us immediately. We will handle the situation with care and professionalism. Nevertheless, refunds will not be issued.
6. **Modifications to Services**
a. Skin Sculpt Studio reserves the right to modify or discontinue any specific beauty services without prior notice.
b. If a service is no longer available, an alternative service of equal or greater value may be offered.
7. **No Refunds on Gift Cards**
a. Please note that all gift card purchases are final and non-refundable. Gift cards cannot be exchanged for cash and must be used for services offered by Skin Sculpt Studio.
8. **No Refunds on Booking Fees**
a. A 30% booking fee is required to secure your appointment. Please be aware that this fee is non-refundable. However, if you change your mind about your appointment, the booking fee may be converted into a credit for future services.
9. **Packages**
a. All purchased treatment packages are non-refundable. If you determine that the treatments included in your package are no longer suitable for you, any remaining credit from the package will be converted into store credit for future services.
10. **Discretionary Refunds**
a. In exceptional circumstances, where deemed appropriate, we may consider discretionary refunds. These cases will be assessed on an individual basis.

**Contact Us:**

For any questions or concerns regarding this Refund and Cancellation Policy, please contact us at:

Skin Sculpt Studio

0420 393 143

beth@skinsculptstudio.com.au

North Beach Shopping Centre

Shop 14,1 North Beach Road, North Beach WA 6020

Important Note: This policy is subject to change. Please refer to the most recent version available on our website or at our studio. It's also important to read the terms and conditions of your Payright agreement carefully.

By booking services with Skin Sculpt Studio, you acknowledge and accept this Refund & Cancellation policy. We appreciate your understanding and support as we continue to provide quality beauty services.

Thank you for choosing Skin Sculpt Studio!