FANATICAL

SKIN & INK

CANCELLATION POLICY

Your appointments are very important to Fanatical Skin & Ink. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least 24 hours notice for cancellations.

Any cancellations or rescheduling with less than 24 hours of notice or no-show appointments are subject to a cancellation fee amounting up to $100. If this happens, prior to booking your next appointment, you will be required to pay for your service in advance.

Appointments made within the 24 hour period and need to cancel, the client then must cancel within 4 hours of appointment time or will result in a charge of up to $100.

We recognize the time of our clients and staff is valuable and have implemented this policy to ensure you receive the best service possible. We appreciate your understanding.

As a courtesy, we will call, text or email and confirm your service appointments two business days prior to your appointment date. However, if we are unable to reach you, and can only leave a message, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

We cannot receive text or email cancellations, please call 910-725-0555 to make changes to your appointment.

When you schedule your appointment with us, you are agreeing to these policies.

I, _____ have read and understand the cancellation policy.

_____ _____

Signature Date

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REFUND POLICY

We regret that individual services, promotional services, gift cards/certificates and series services purchased for yourself or for another individual are absolutely non-refundable after **3 days** from the date of purchase. This applies to permanent makeup, restoration, and skin rejuvenation treatments purchased. We would be happy to hold the service amount or transfer the dollar amount to a gift card/certificate for up to **1 year** from the date for your convenience.

We will work closely with you to make sure we understand what you want. The results of any cosmetic procedure, including but not limited to **permanent cosmetics,** cannot be guaranteed. As such, whether or not a client is satisfied with the outcome, **there will be NO refunds.**

Thank you, Management

I, _____ have read and understand the refund policy.

_____ _____

Signature Date