

RETURNS AND EXCHANGES

At Paige C. Holt, MD and Glori Traeder, CNP Plastic Surgery & Aesthetics we are committed to skincare excellence and take great pride in our reputation for quality and customer satisfaction.

If for any reason you are not completely satisfied with your purchase, we will gladly accept returns within 30 days of the date of purchase. Exchanges can be made at discretion of our staff concierge based on product availability.

TO INITIATE A RETURN

Please stop by the office with the item(s) you wish to exchange or return. Refunds for items returned within 30 days of the purchase date will be made in the form of the original payment. Please note that it can take up to 5-10 business days to process a return or exchange. Please allow up to two billing cycles for a refund to appear on your credit card statement.

All returned or exchanged items must be in original packaging, may not be altered, and must contain at least 50% of the product. Any free promotional items or gifts with purchase must also be returned. *We reserve the right to deny the return or exchange if the item is not returned complete with original packaging.* We accept up to three individual returns or exchanges in a 365 day period. After three returns or exchanges, you may make another once 365 days have passed. *We reserve the right to refuse or deny any return requests or refunds at any time based on policy abuse.* We may also change or update this return policy at any time.

DEFECTIVE ITEMS

We stand behind the quality of our products. If you are outside of our return period, and your product turns out to be defective, please contact us for assistance. Please keep in mind that our products are meant to be used daily and last up to 90 days. *We reserve the right to refuse or deny a return or exchange for product that was purchased more than 90 days in the past.*

Patient satisfaction is our number one priority. Our office staff is made up of bright, energetic professionals who are happy to answer any questions you may have. We look forward to seeing you!

Thank you,

Shannon Davis
Office Manager