

## **Pour Moi Skin and Beauty Limited | Terms and Conditions**

### **Registration**

All new clients must complete a Client Registration Form. This helps us gather relevant clinical information to assess your suitability for treatments. We collect personal data such as your name, address, contact numbers, email addresses, and medical information. This information is used to keep you updated on new services and developments, confirm your appointments, and provide important pre- and post-care instructions. Please also see our Privacy Policy regarding how we collect, store, and use your information.

The medical practitioners and staff reserve the right to determine suitable treatment for each client. A complimentary skin consultation must be conducted prior to any treatment.

### **Medical Confidentiality**

We maintain a strict code of medical confidentiality and will not share your medical data with any third party unless legally required. All staff are bound by medical and business confidentiality agreements.

### **Change of Address**

Please notify us of any changes to your contact details, including name, address, phone number, and email. This ensures important information reaches you promptly.

### **Appointments**

Appointments can be made online, in person, or by telephone. Please arrive 5 to 10 minutes early to allow for check-in. If late, we may not be able to provide your full treatment but you will still be charged the full appointment fee. For health, safety, and client comfort, children are not permitted in treatment rooms or supervised by clinic staff during appointments.

### **Payments**

Payments will appear on your statement as Pour Moi Skin and Beauty and are processed in New Zealand dollars. A non-refundable booking deposit of \$50.00 is required for all online bookings, which will be credited towards your treatment price.

### **Cancellations and Refunds**

We require a minimum of 24 hours' notice for appointment cancellations or rescheduling to allow us to offer your appointment time to another client.

- Cancellations within 24 hours of your appointment or failure to attend will incur a cancellation fee equal to 50% of the booked treatment cost plus forfeiture of your booking deposit.

- Deposits paid for cosmetic injectable treatments are non-refundable under any circumstances.
- Treatments and service packages are non-transferable.
- Refunds will be provided only where required by New Zealand Consumer Law.
- We reserve the right to decline treatment to clients who repeatedly cancel or fail to attend appointments.

### **SMS Reminders**

You will receive an SMS reminder 24 hours before your appointment. Please confirm your attendance to avoid cancellation fees.

### **Updates to Terms**

We may update these terms and conditions from time to time. Notifications of changes will be sent via email or posted prominently on our website. Continued use of our services indicates acceptance of any changes.

### **Shipping and Returns**

Deliveries are generally made within one week for orders within New Zealand. Delivery days may be limited for certain regions. We do not ship internationally unless arranged directly with management.

Returns of full-priced merchandise may be made within 14 days for store credit, less shipping fees. Returned items must be in new condition with original packaging and proof of purchase. Sale items are final sale and non-refundable.

Please inspect all deliveries immediately for damage and report damaged or defective items within 2 days with photographic evidence. Conserving packing materials is necessary for claims.

### **Consumer Guarantees Act**

We comply with the New Zealand Consumer Guarantees Act. No refunds will be issued for change of mind. Store credits are valid for one year from the date of issue.

### **Customer Service Hours**

Our business hours are Tuesday- Saturday , 10:00 AM to 5:00 PM NZT. Orders and inquiries outside business hours will be processed on the next business day.