Refund Policy

All service sales are final, with no refunds. Refunds may be given only when there is an approved medical condition, such as pregnancy. Medical proof will be required.

All skin care products supplied on site are non-refundable once purchased and taken off-site.

Facial Aesthetics:

Aesthetics treatments such as Botox® anti-wrinkle treatment, dermal fillers and lip fillers are non-refundable once the treatment has been undertaken. The list is not exclusive.

The consent forms for these aesthetics treatments clearly state that there is no guarantee of a satisfactory or pleasing result. Rather our aesthetics practitioners will be using their experience and clinical acumen to provide the best possible treatment result to the best of their ability. We constantly strive to improve patient satisfaction and audit and publish these results on our website.

A ‘top up” anti-wrinkle treatment may be offered at the clinician’s discretion but this should not be taken as an expectation. Our aim is for service users to be delighted with their results, however, we are also very careful to manage expectations, hence the thorough pre-treatment consultation.

There is no “top up” of dermal fillers, including lip fillers, ProfHilo®  including lip augmentation,  and any further required treatment will naturally need to be paid for.

Any adverse issues relating to facial aesthetics work undertaken at Face Logic Medispa needs to be highlighted and reviewed with a face to face review consultation with the treating clinician within a maximum of six months since having had the work done.

In this time-frame, we will be sympathetic to the issues raised and will be aiming to correct any deficiencies and to leave our patients delighted with their results with their expectations met or bettered.

We are not obliged to correct the work of non- Face Logic Medispa practitioners and do not review patients who present more than six months after their treatment with us, especially if they have previously failed to bring any concerns to our attention.

In this circumstance, we are unable to verify the subsequent facial aesthetics history of the patient and our medical team have determined that six months is a reasonable timescale to have highlighted any concerns to us. This nationwide clinic policy is resolute and is in line with sound facial aesthetics practices and recommendations. This policy is clearly stated in the patient reading material pre-treatment and in the consent form.

HYALASE filler dissolver costs £150 and may or may not be offered, this is at the sole clinical discretion of the treating clinician.