

SCINMED REFUND AND CREDIT POLICY

1. Introduction

This Refund and Credit Policy ("Policy") governs all purchases of treatments, packages, and products from Scinmed ("the Company"). This Policy is drafted in accordance with the Consumer Protection Act 68 of 2008 ("CPA") and other applicable South African legislation.

2. General Principles

2.1. Scinmed provides services and aesthetic treatments which are subject to scheduling, practitioner time, and preparation costs.

2.2. Clients are advised to review this Policy carefully prior to making any purchase.

2.3. Nothing in this Policy limits or excludes any rights afforded to consumers under the CPA.

3. Prepaid Treatments and Account Credits

3.1 Any payment made in advance for treatments, packages, or products will be allocated to the client's Scinmed account as a non-cash credit.

3.2 Such credit may be used exclusively for:

3.2.1 Treatments offered by Scinmed; and/or

3.2.2 Skincare or retail products available at Scinmed.

3.3 In accordance with the CPA, prepaid credits and vouchers remain valid for a minimum period of three (3) years from date of issue, unless otherwise extended.

4. Treatment Packages

4.1. Where a client purchases a treatment package and does not complete all sessions:

4.2. No cash refund will be issued for unused sessions.

4.3. The remaining value will be converted into a Scinmed account credit.

4.4. This credit may be used for alternative treatments or products, subject to professional suitability and availability.

4.5. Package pricing is discounted based on full utilisation; therefore, conversion to credit may be adjusted to reflect the standard value of services already rendered.

5. Refund Policy

5.1 Scinmed does not provide cash refunds for:

- 5.1.1. Change of mind;
- 5.1.2. Failure to complete a treatment package;
- 5.1.3. Prepaid treatments or services not yet utilised.

5.2. However, clients may be entitled to a refund, repair, or re-performance of services where required by law, including:

- 5.2.1. Where services are not rendered with reasonable care and skill; or
- 5.2.2. Where goods are defective or unsafe.

5.3. Scinmed reserves the right to assess each request in line with statutory obligations.

6. Cancellations and No-Shows

6.1. Clients may cancel appointments subject to reasonable notice.

6.2. Late cancellations or failure to attend appointments may result in:

- 6.2.1. Deduction from package sessions; or
- 6.2.2. Deduction from account credit.

7. Products (Retail Sales)

7.1. Products may only be returned where:

- 7.1.1. The product is defective, damaged, or unsafe; or
- 7.1.2. Incorrect goods were supplied.
- 7.1.3. The product must display a defect, damage, or safety issue to qualify for a return, replacement, or refund

7.2. Approved returns will be replaced or credited in line with legal requirements.

8. Non-Transferability

Credits and packages are non-transferable unless otherwise approved by management in writing.

9. Amendments

Scinmed reserves the right to amend this Policy at any time, provided that such amendments do not conflict with applicable consumer protection laws.

10. Contact

For refund, credit, or billing queries, clients may contact Scinmed directly using the official contact details.

Acknowledgment

By purchasing any treatment, package, or product from Scinmed, the client acknowledges and agrees to the terms of this Policy.