



Financial Agreement

BASIS BIOLOGIC FINANCIAL POLICIES AND INFORMATION COLLECTED

Because we provide elective procedures, the care provided at Basis Biologic is not covered by any medical insurance programs. Some of the content and services available in our location and on our website require registration. We may collect contact information (including name, phone number, mailing address, e-mail address, etc.). We may use this information to contact you if the need arises and to send you information about our company and promotional material. You always have the right to opt out of receiving such mailings. Your credit card information may be stored by our client management partner, ChARM EHR. Credit card transactions are handled by our payment processing partners, Square or Blue Fin. We reserve the right to change our client management partner or our payment processing partner at any time and without notice so you should check back with us regularly if this is a concern to you. We reserve the right to use the stored credit card information to pay for continuing or recurring memberships, no show / late arrival fees, and outstanding balances on the client's account.

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PAYMENT OPTIONS Payment for all procedures is due at the time of the treatment. For specially packaged or grouped treatments, payment for the entire package is due at the time of the first scheduled treatment. A credit card may be required to reserve an appointment for treatment scheduled in advance. A \$25 charge (cash or credit card) may be due at the time of the booking to secure the appointment. This may be waived. We provide a number of payment options which may be used individually or combined according to your desires.

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CASH – Cash and personal checks are not accepted. There will be a \$30 fee for returned checks.

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MAJOR CREDIT CARDS – We accept VISA, MasterCard, American Express and Discover

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FINANCING – Financing is available for those who qualify through United Medical Credit. Minimum loan amount is \$1000 and a 10% interest fee is added to principal.

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CANCELLATION AND REFUNDS - We understand that a situation may arise that could force you to cancel or postpone your treatment. Please understand that such changes affect not only our staff but our other patients as well, and we therefore request your courtesy and concern. If you need to cancel your appointment, please allow 24 hours to notify us of the cancellation. Failure to cancel or reschedule an appointment without 24 hour notice will result in a \$50.00 late fee. We require a minimum of 24 hours (or Friday before a Monday appointment) notice of cancellation as a courtesy to other patients seeking services. A fee of \$150 dollars will be charged for non-canceled and missed appointments. A pattern of missed or non-canceled visits may result in discharge from the practice.

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THERE CAN BE NO REFUNDS FOR SERVICES ALREADY PROVIDED - In the event that a package or series of treatments has begun, these services will be considered to have been rendered even though the full series may not have been completed. Should you wish to discontinue your treatment in the midst of a series, credit for the pro rata share of unused treatments at the discounted package price may be extended, and this may be used to purchase other treatments or products offered by Basis Biologic, or it may be transferred to another individual to be used in exchange for treatments or products of comparable value to the credit. There



are no refunds for products or services. Credit may be extended for other services to you or another individual. Returns are not accepted for prescription products.

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REVISIONAL TREATMENT OR TREATMENT OF COMPLICATIONS - The practice of medicine and surgery is not an exact science, and cosmetic and Platelet Rich Plasma treatments are the practice of medicine. Although good results are anticipated, there can be no guarantee or warranty, expressed or implied, by anyone as to the actual results you may get. Occasionally additional treatments and/or treatment for problems or complications may be required. These could result in additional charges for which you may be responsible. Your insurance, if you have it, may or may not cover the expenses related to actual complications or other medically related problems arising out of treatment at Basis Biologic.

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*These Financial Policies are subject to change without notice. If you have any questions or need assistance with any financial matters relating to your treatment, please contact the Medical Spa Coordinator for help.

I agree to the above-mentioned policies.

Signature: _____ Date: _____