

Renuance Medical Spa Product Return Policy

At Renuance Medical Spa, we prioritize the health and satisfaction of our clients. We understand that in rare cases, individuals may experience adverse effects from the use of our products. To ensure a transparent and patient-friendly approach, we have established the following return policy for products purchased at our medical spa.

- 1. Adverse Reactions:** If you experience an adverse reaction to any of our medical spa products, please discontinue use immediately and seek medical attention if necessary. Adverse reactions may include UNEXPECTED redness, irritation, swelling, or itching.
- 2. Notification of Adverse Effects:** Please contact Renuance as soon as possible to report any adverse effects you may be experiencing. You can reach us at 951-506-1040. It is important that you provide our office with the "Adverse Event Intake Form" correlated to the brand which may be causing the adverse effect. Our office has these readily available as needed.
- 3. Return Eligibility:** To be eligible for a return due to adverse effects, the following conditions must be met:
 - The product was purchased directly from Renuance Medical Spa.
 - The return request is made within 14 days of the purchase date.
 - The product has not been extensively used or altered from its original condition.
- 4. Return Process:**
 - Contact Renuance at 951-506-1040 to initiate the return process.
 - Provide information about the product, purchase date, and details of the adverse effects.
 - You may be required to return the unused portion of the product along with its original packaging and be examined by one of our providers.
- 5. Refund or Exchange:**
 - Upon receiving and evaluating the returned product, we will determine eligibility for a refund or exchange.
 - If eligible, you may choose to receive a refund or exchange for a product of equal value.
 - Refunds will be processed using the original method of payment.
 - Refunds or exchanges are not guaranteed.
- 6. Exceptions:**
 - Products that have been significantly used or altered will not be eligible for a return.
- 7. Contact Information:**
 - For any questions or concerns regarding our product return policy, please contact us at 951-506-1040.

Renuance Medical Spa reserves the right to update or modify this return policy at any time without prior notice. We appreciate your understanding and cooperation in ensuring the safety and satisfaction of our valued clients.