



Policies & Procedures

- **Appointment Hours** – Monday, Wednesday and Thursday - 9 am to 6 pm. Saturday (two per month) – 9 am to 1 pm.
- **Scheduling Appointments/Questions** – email, phone or text.
- **Cancellation Policy** – please provide at least 24 hours' notice for cancelling or rescheduling your appointment in order to avoid a fee (half the appointment cost). Appointment times are exclusively reserved for you.
- **Payment** – payment is expected at the time of service: cash, checks, most HSA debit cards, credit cards (VISA, Mastercard, Discover), or debit card.
- **Returns** – unopened supplements and essential oils can be returned up to 30 days from purchase for credit on account. Items must have been kept in a cool, dry place.
- **Supplement Re-orders** – available for pickup at the office with advance notice or may be shipped out. Payment expected before pickup or shipping.
- **Shipping** – items will be shipped within 24 to 48 business hours of request. Shipping fees to be determined by number of items shipped and location.
- **Phone/Remote Appointments** – available at the same cost as office visits.
- **New Protocol without Visit** – when just seen recently, but need to adjust majority of protocol - \$25.
- **Overdue Balances** – unpaid balances over 30 days subject to 11.99% interest charge.
- **Client Supplements** – In house supplements will be used, due to quality, scientific studies done on them and experience for many years using them.

I, _____, agree to the above policies and procedures as set forth in this document.

Signature

Date