



## RESYNC's REFUND POLICY

1. By purchasing any products, services, or package memberships at RESYNC, the customer fully acknowledges and agrees to this policy and services, products, packages purchase, return, and refund terms and conditions.
2. The client receives from RESYNC payment receipt tax invoice to the client's provided email.
3. If a purchased retail merchandise product is defective or broken during the moment of purchase or within the 14-day period after the purchase, the client has the right to return the product to RESYNC for warranty service or replacement for a new or similar product.
4. If the returned retail merchandise product can not be repaired or replaced with the same or similar new product, the client will receive a RESYNC credit note as a voucher, which can be used within 30 days for a new purchase of any other products or services. There are no cash money-back refunds for products, single, multiple sessions, or gift cards purchased.
5. If a client wants to return any purchased retail merchandise product that is not defective or broken, after the client returns and RESYNC receives unopened and unused products in the original packaging, RESYNC will issue a credit note which can be used for a new purchase of other products or services. This credit is not refundable in cash or card and will expire in 30 days if not used.
6. Any RESYNC services (treatments) single session or membership package purchase is fully paid up-front or via the online store and there are no money-back refunds or cancellations.
7. Any RESYNC services (treatments) single session or membership package purchased can not be canceled, exchanged, or assigned to another person without RESYNC's management approval.
8. RESYNC package includes sessions that can be redeemed for included treatments as per the menu. RESYNC sessions will expire automatically after the package validity date mentioned on the purchase form. Package validity can be extended at the center by purchasing an extension for an additional fee for a minimal package of the same value. Package validity extension T&C can be changed without prior notice.
9. All RESYNC treatments should be booked in advance, and appointments are subject to availability. By making an appointment for any RESYNC treatment, the client is fully accepting the terms and conditions of the RESYNC bookings cancellation policy published on [resync.ae](http://resync.ae).
10. RESYNC reserves the right to reject or stop any services (treatments) not suitable for the client based on medical contraindications or any safety concerns. The client is required to complete the mandatory RESYNC consultation and update this once

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per year before commencing any face or body treatment. It is the client's full responsibility to inform RESYNC about any change in health condition or contraindication between the treatments.

11. RESYNC can periodically change the prices of any treatments. RESYNC reserves the right to suspend, discontinue, or change any treatments or retail merchandise products without prior notice or liabilities. All RESYNC menu and product prices are inclusive of value-added tax.
12. This policy is valid until further notice and applicable at RESYNC, the United Arab Emirates. Policy T&Cs are subject to change at any time without prior notice.