



# Bengtson Center

for AESTHETICS & PLASTIC SURGERY

## PATIENT FINANCIAL POLICIES

---

To promote an understanding between our patients and the practice, please thoroughly read the Patient Financial Policies below. If you have any questions, please email [info@bcaps.com](mailto:info@bcaps.com) or ask to speak with our Office Manager. We are committed to providing you with the best possible care and service.

### APPOINTMENT SCHEDULING & CANCELLATIONS

We do our best to schedule appointment times that are most convenient for you, while also sending you a text reminder of your appointment at least 48 hours in advance. We understand 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 other patients as well, and we appreciate your understanding.

All patients must have valid debit or credit card information on file, and a fee will be charged if the policy outlined below is not followed. To best serve our patients, we must charge a fee for any appointment that is missed, cancelled within 2 business days, or you arrive more than 10 minutes late. As a result, we reserve the right to:

- Shorten your treatment time to keep your provider on schedule for their next patient.
- Cancel or reschedule your appointment.
- Charge a fee to the credit card on file as outlined below:
  - **Injectables and Skincare Appointments:** A \$75 fee will be assessed.
  - **Non-Surgical Appointments:** Non-Surgical appointments, including but not limited to Alma Ted, Aveli, CoolSculpting, MiraDry, Ultherapy, and Sofwave, will be assessed a non-refundable 30% fee.
  - **Surgical Consultations:** Your consultation fee will be forfeited if you miss your scheduled appointment, reschedule more than two times, or if you have not had your consultation within 6 months of your original consultation deposit. To schedule a new consultation appointment, you must pay a new consultation fee.
  - **Cosmetic Surgery (CS) and NeoGraft Procedures (NP) Cancellations:** Once assessed, the paid cancellation fee can be applied to a future **CS or NP** appointment if rescheduled within 3 months of your original appointment date. Surgical quotes do not include laboratory fees, radiology fees, prescriptions, or other testing procedures such as EKGs, which are your responsibility.
    - If you cancel your procedure **less than 3 weeks prior** to your appointment, you will be charged a \$1,500 cancellation fee.
    - If you cancel your procedure **less than 1 week prior** to your appointment, you will be charged 30% of your quote.
    - If you cancel your procedure **less than 48 hours prior** to your appointment, you will be charged 50% of your quote.
    - If surgery is cancelled **the day of** due to negligence on your part, such as you don't have a driver or you consumed restricted liquids/food, you will be charged 50% of your quote.
  - **Cosmetic Surgery (CS) and NeoGraft Procedures (NP) Rescheduling:** You may reschedule your CS/NP appointment one time within 3 months without incurring an additional fee. If you reschedule more than once, you will be assessed an additional \$1,500 rebooking fee.

To avoid additional charges, please call us to cancel or reschedule within the required timeframe outlined above. If you have been assessed a no-show fee, we will charge the card on file and if this information isn't current, the fee must be paid in full before we can schedule your next appointment.

### APPOINTMENT ARRIVAL EXPECTATIONS

Please be prepared for the following upon arrival:

- **Identity Verification:** A valid driver's license or state issued ID must be presented at your initial visit, or upon request, to verify that we are providing services to the appropriate person and to protect our patients.
- **Minors:** The parent or guardian of a minor must accompany the minor on the first visit and is responsible for payment of the minor's account balance for all visits.

### FINANCIAL AND PAYMENT EXPECTATIONS

You are responsible for adhering to the following payment requirements:

- **Payment Due:** Payment due dates are as follows:
  - Injectable, Laser and Skin Care Treatments are due in full at the time of service.
  - A 30% deposit is required at the time of scheduling for all Non-Surgical Procedures, Cosmetic Surgeries, and NeoGraft Procedures. The remaining balance must be **paid in full at least three weeks prior to your scheduled procedure date**. If unpaid by this date, we reserve the right to cancel or reschedule your surgery/procedure. If your appointment is scheduled **less than 3 weeks** in advance, payment will be required in full at the time of scheduling.
- **Payment Methods:** We accept payment by cash, check, cashier checks, debit cards, and credit cards (American Express, Discover, MasterCard and Visa). We also offer patient-centric financing options (PatientFi and CareCredit). Please visit the front desk or visit our website if you would like to complete an application. Prepaid gift cards are not acceptable forms of payment for Non-Surgical Procedures and/or Cosmetic Surgeries.
- **Returned Checks:** If payment is made by check and it is returned by the bank as non-sufficient funds (NSF) or declined for any reason, you will be assessed a fee of \$40, in addition to any costs assessed or charged by any depository institution.

### REFUND POLICY

Full refunds will be issued to the original payment method. Partial refunds will be applied directly on a Bengtson Center gift card.

- **Product Returns:** Unopened products may be exchanged or returned for a full refund within 14 days of purchase date. **There are no refunds on opened products for health and safety reasons.** Pre-Surgery/Procedure (kits and vitamins) and prescription products cannot be returned.

To prepare for your cosmetic surgery, we may distribute skincare kits or vitamins once the surgery is scheduled. Once these products have been distributed to you, if you cancel your surgery/procedure, these products cannot be returned and are not refundable. The retail value of these items will be adjusted from any refund you receive from cancelling your procedure.

If you receive free product(s) with your purchased package and cancel/return the package, you will be charged the full retail value before any refunds are issued. During our annual All That Glows event, your purchase may qualify you to receive a tiered bonus swag bag. Bonus swag bags **cannot be returned or exchanged**. If All That Glows treatment packages and skincare products are returned and you are no longer eligible for a bonus swag bag or fall to a lower tier swag bag, the retail value of the bonus swag bag will be deducted from the total refund amount.

## PACKAGE PURCHASES (TREATMENT SERIES)

We offer many treatment options, such as single treatments (pay-as-you-go at the regular retail price) and packages, which are a series of treatments with built-in savings. Packages require payment in full at the time of the purchase. All packages must be used to completion **by the expiration date indicated when purchased or if not stated, 12 months after the date of purchase.**

- **Package Treatments:** Packages cannot be exchanged or used for any other product or treatment other than the specific package purchased. A package is non-transferable and must be used for the same patient.
- **Package Cancellation:** We are happy to offer a discount on our packages when paid up-front but if discontinuation of your purchased package occurs before you have reached the end of treatment, we will unravel the package and bill the completed treatments received, as well as any pre- or post-procedure care products previously received, at the **full retail price**. If there is a remaining prepayment owed **to you** after the adjustments are made, it will be applied directly on a Bengtson Center gift card, which is valid for 5 years from the date issued. If there is a remaining payment owed **from you** after the adjustments are made, we will charge your card on file. Any cancellation or refund request will be processed within 30 days of the request.

**EXAMPLE:** We may create a discounted package of 3 microneedling treatments for a total package price of \$1,000, while a single microneedling treatment is \$400, resulting in a package savings of \$200. If a patient requests a refund of the 3rd treatment, after only completing 2 of the 3 treatments, the patient will be charged the full retail price of each treatment received for a total of \$800 (\$400 retail price x 2 treatments) and will receive a Bengtson Center gift card for \$200 (\$1,000 paid - \$800 billed at full retail price), thus losing the discount that was previously built into the package.

- **Package Expiration:** Packages have expiration dates and all treatments within a package must be completed by the expiration date. All expiration dates will be strictly upheld. Any treatments not used by the expiration date will be forfeited and no refunds or credits will be issued. You are responsible for managing your purchases and completing your treatments prior to the expiration date, keeping in mind that you will have priority scheduling the further in advance you book as providers schedules fill quickly.

Please note: Any treatments received outside of your purchased package must be paid for at the time of service.

**I have read and understand the financial policy of the Bengtson Center for Aesthetics and Plastic Surgery and agree to its terms. I understand that such terms may be amended by the practice at any time.**

---

Patient Name

---

Signature of Patient

Date

---

Witness

---

Signature of Witness

Date