

Refund Policy

At Cabbabe Plastic Surgery/Plastic Surgery Consultants we strive to provide exceptional medical care and ensure patient satisfaction. However, due to the nature of healthcare services, we have the following refund policy in place:

1. Service Fees

- **Non-Refundable Services:** Fees for services that have already been rendered are non-refundable. This includes consultation fees, diagnostic tests, procedures, and treatments.
- **Cosmetic Consultations:** Refunds for prepaid cosmetic consultations are non-refundable. Please refer to our scheduling policy for more detail.
- **Prepaid Aesthetic Packages:** Refunds for prepaid cosmetic packages will be considered on a case-by-case basis. Services already utilized will be deducted at full price before issuing a refund. Please refer to our scheduling policy for more detail.
- **Surgery Booking Fee:** Refunds for the surgery booking fees are non-refundable. Please refer to our Surgery Scheduling Policy for more detail.

2. Missed Appointments and Late Cancellations

- Payments made for missed appointments or late cancellations (without adequate notice as per our cancellation policy) are non-refundable.

3. Overpayments or Billing Errors

- If a patient is overcharged or charged in error, we will issue a refund for the overpaid amount promptly. Please contact our billing department within 30 days of the payment date for resolution.

4. Product Sales

- **Non-Refundable Products:** Opened or used products (e.g., skincare, supplements) are non-refundable.
- **Defective or Damaged Products:** Products that are defective or damaged upon receipt can be exchanged or refunded. Please notify us within 7 days of purchase.

5. Refund Request Process

- Refund requests must be submitted in writing to [email address or office address].
- Please include proof of payment, a description of the issue, and any relevant supporting documentation.
- Allow up to [number of days, e.g., 14 days] for processing once your request is reviewed and approved.

6. Insurance Payments

- Refunds for overpaid amounts resulting from insurance claims will be processed once the claim is fully adjudicated and all payments have been received and reconciled.

8. Non-Payment Policy

- Other Outstanding balances must be resolved before a refund can be issued for any overpayments or prepaid services.

Contact Information

If you have questions or need to request a refund, please contact us at: 314.272.0867.

Cabbabe Plastic Surgery/Plastic Surgery Consultants

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