



Our Policy

Our Billing Policy

Luxe Cosmetic Clinics are predominately a mixed billing practice. All consultations regarding cosmetic surgery and procedures are billed. There may be a fee payable when treatments are required with exception of Fat Cavi. Bulk billing is also available for pensioners and Centrelink health care holders for treatment of diagnosed skin cancer except Staged Margin Controlled Surgery or Mohs Micrographic Surgery.

Payment can be made by cash, EFTPOS or credit card (credit cards such as Visa or Master attract 3% surcharge and 5% for American express).

Cancellation and Refunds Policy

Luxe Cosmetic Clinics has a no refund policy on purchases if you change your mind.

Cancellations and Refunds

- Treatments/services are not transferable to other individuals or clinics
- We require at least 48 hours notice to be given for any appointment cancellation
- If you cancel within 48 hours of your appointment, or do not attend a booked appointment, we reserve the right to charge a cancellation fee 50% of the treatment cost.
- In the case of prepaid treatments, the treatment will be forfeited
- Deposit paid for cosmetic injectables treatments are non-refundable

Pre-Paid Treatments

- If you pre-pay for treatments, you will save an amount according to the pre-payment schedule or obtain extra services. There is no refund on pre-pays and they are no refundable to other individuals, treatment areas or clinics.
- Pre-pays have a 12 months expiry date since treatment has been paid



- 48 hours' notice is required for any pre-paid appointment cancellations. If you cancel a pre-paid appointment within 48 hours, or do not attend the appointment, the treatment will be forfeited.
- You agree to these terms by purchasing pre-paid treatments
- Purchasers can not share bonus treatments with anyone else.