



Refund & Cancellation Policy

CANCELLATIONS-

We work to set up our schedule so all our patients can secure appointments that are convenient for their busy lifestyles. We also ask that you respect our willingness to accommodate your needs coming in early, staying late, and adjusting our schedule for Walk-In and emergency treatments as best we can. Kineci's cancellation policy is as follows:

A). Cancellations need to be in: call, text, or email form 24 hours before your scheduled date/time. Cancellations that are not within these guidelines or not rescheduled at the time of the cancellation, then you will be charged a \$75 cancellation fee. This does include no-shows appointment times. If you are charged for the no-show or cancellation, then you will be notified by email along with a receipt for the cancellation fee.

REFUND POLICY-

Your satisfaction is our goal. Your success depends on a lot of life factors outside of our control. Sometimes unforeseen circumstances develop. Your mindset, attitude, and energy are the key to your results. We want the best for you but cannot do the work for you. If you are not satisfied with your results we are willing to work with you to help you achieve your goals. Packages are purchased with the understanding that you will be compliant with your visits and program, we cannot be responsible for your life factors outside of our control. Refunds are only considered on a case by case basis. Here are your options:

A). Your remaining sessions/packages can be gifted/transferred to someone that may benefit from our natural healing programs.

B). If you request to have a package/session refunded, you must present the said request to Steve@kineci.com in writing, for a decision to be made.

C). There will be a 40% administration fee deducted from the amount you are requesting to be refunded. If the request for a refund is received after 30 days of the evaluation, then the administration fee will be 50%.

D). The refund, if granted, will be processed within 7 business days and depending on the course of payment, banking guidelines which are out of our control, or refunds through Care Credit; some refunds are quoted within a 7-14-day timeframe. A receipt of said refund will be emailed to you once processed.

Dr. Steve Politis, DPT- Witness

Patient Signature & Date