

Cancellation and Refund Policy

You may cancel any treatment for which you have booked an appointment and receive a full refund for any services not yet performed, provided you give a minimum of 24 hours prior notice.

If you have paid in advance for treatments that do not involve laboratory work and treatment has not yet been provided, we will refund the full amount using the original method of payment. If the original payment was made in cash and you are unable to collect the refund in person, we will arrange an alternative refund method following a discussion with yourself.

For treatments that involve laboratory work and/or where initial work has already begun—such as fitting an appliance, starting Invisalign treatment, or requiring any lab work (i.e. removable appliance or retainer)—a portion of the fee will be retained to cover the cost of the laboratory services and work completed. This amount will be discussed with you prior to processing the refund.