



Our Refund Policy

If you have experienced an allergic reaction to the product that you've purchased, the item must be returned along with the original receipt to our location within 14 days of the purchase date.

In order to qualify for a full refund, the product must be returned along with the original receipt within 14 days of the purchase date, gently used and in its original packaging.

Certain products & devices, are not eligible for refunds or returns.

Please note that all products purchased during a promotional event are non-refundable.

No refunds or credit will be offered after 14 days of the purchase date.

No refunds on services, gift certificates or deposits. Please note that the consultation fee will go towards the cost of your treatment, if you book your treatment within one year of your consultation.

All refunds and returns are subject to the discretion of Project Skin MD Ottawa.

All of our treatments and/or services are performed by qualified clinical staff members.

Therefore, we do not offer refunds on any of our services and/or treatments and/or packages, however we will look into your concerns immediately and try to resolve the matter as quickly as possible.

Packages are non-refundable, non-transferable, not redeemable for cash or for gift cards, and cannot be combined with any other promotion or offer.