

FINANCIAL POLICY



We are committed to providing the best possible care and we are pleased to discuss our professional fees with you at any time. Your clear understanding of our financial policy is important to our professional relationship. Please ask if you have questions.

All payments are due in full at the completion of each visit. Cash, Check, Visa, MasterCard, and Discover are accepted.

Any nutritional supplements, packages, supplies, equipment, or educational materials must be paid for at time of purchase. **There is no refund on products.** Unopened products may be returned for a store credit within 30 days of purchase.

All sales are final on ALL services, including prepaid services (packages). No refunds will be given for any service.

K6 Wellness Center / Sharon Krahn LLC does not accept insurance. You may be able to use your FSA or HSA depending on your insurance company. Please check with them before attempting to pay using these accounts.

You are required to provide a non-refundable \$50 deposit upon booking your first appointment. This amount will be applied to your balance at your first appointment. **If you cancel with less than 48 hours notice before an Initial Appointment, you will forfeit your deposit.****

Cancelled appointments delay our work. When you must cancel, please give us at least 24 hours notice. We are rarely able to fill a cancelled session unless we know at least 24 hours in advance. **If you are unable to provide at least 24 hours notice or 1 business day (in the case of Monday appointments and holiday appointments) when you cancel, you will be charged the full fee for your session** unless we are able to fill it with another client. If the appointment is pre-paid, you forfeit that appointment. The only time we will waive this fee is in the event of serious emergency. You will be required to pay for your missed appointment before scheduling any subsequent appointments. If you choose not to reschedule, you have 30 days to remit payment for your missed appointment. Failure to pay for missed appointments will result in your account being turned over to a collections company, which could negatively impact your credit.

****Monday appointments must be cancelled by the previous Friday at 2:00pm in order to avoid cancellation fees****

****Appointments made for the day following a scheduled office closure require cancellation notice on the last business day preceding the appointment.****

Our office does everything possible to remain on schedule; therefore, we ask that you call if you anticipate that you will be late for an appointment. If you are more than 10 minutes late, we may need to reschedule your appointment to another day or time. In this instance, you will be charged for the missed appointment.

Call 214.352.7546 or email: info@k6wellness.com to cancel or reschedule.

Returned checks are subject to a \$30 returned check fee in addition to any other bank fees accrued by our office in the collection of funds.