

## **24 Hour Appointment Cancellation & “No Show” Fee Policy**

Pipeline To God has a 24 hour cancellation/rescheduling policy. If you miss your appointment, cancel or change your appointment with less than 24 hours' notice, you will be charged \$35. This policy is in place out of respect for our therapists and our clients. Cancellations with less than 24 hours' notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot.

## **Return/Refund Policy**

**For Behavioral Health Services**, the scheduling deposit of \$35 is refundable in full at the time the service is offered. If the client does not show for services, or changes or cancels the scheduled appointment in less than 24 hours, the deposit is forfeited.

Clients are responsible for contacting their insurance company to determine co-payments and/or deductible requirements before submitting payments.

**For Products**, if you are not 100% satisfied with your purchase, you can return the product and get a full refund, less shipping costs, or exchange the product for another one. You can return a product for up to 30 days from the date of purchase. Any product you return must be in the same condition you received it and in the original packaging. Please keep your receipt.