

Seline Clinic Terms and Conditions

All offers are subject to availability and are for a limited time only.

No Refunds on Discounted Items: All purchases of discounted items are final and non-refundable. We do not offer any refund, return, or exchange for products purchased at a discounted price. By proceeding with the purchase of discounted items, you acknowledge and agree to this no-refund policy.

Availability of Stock: We make every effort to maintain accurate and up-to-date stock information. However, we cannot guarantee the availability of any specific item. The availability of products is subject to change without prior notice. If an item you ordered is out of stock or unavailable for any reason, we will notify you as soon as possible and provide alternatives or issue a refund for the unavailable item.

Offers shown online are guaranteed for online sales only. Offers in clinics may vary.

Terms & Conditions

On this website, the terms 'us', 'we' and 'our' refer to Seline Clinic LTD and its associated entities. The term 'you' refers to the user or viewer of our website, or the client as the context requires.

Use of Website

The use of this website is subject to the following terms of use:

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our Privacy Policy govern Seline Clinic relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any purpose.

You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors fully permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence. From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Payment Methods

We accept the following payment methods:

Visa

Visa Debit

Mastercard

Seline Clinic Vouchers

Cash payment

Bank transfers

Gift Cards, Vouchers and Discount Codes

The conditions below apply to use of Gift Card (Gift Card), issued by Seline Clinic. Purchasing or using the Gift Card means that you accept these conditions.

We reserve the right, at our complete discretion to refuse to sell Gift Cards to any person at any time for any reason.

Gift Cards cannot be redeemed for cash, returned for a refund, have their balances consolidated to a new Gift Card and are not legal tender, account cards, credit or debit cards or securities.

Anyone holding the Gift Card can use its value to make purchases, so your Gift Card should be kept secure. If your Gift Card is lost or stolen, immediately report this to the Seline Clinic. We take no responsibility and are not liable for any loss suffered by you because of a lost or stolen Gift Card.

We may replace a faulty, lost or stolen Gift Card at our absolute discretion. Any replacement Gift Card will have the same unused value (at the time of replacement). Gift cards will be void if they are defaced, mutilated, altered or tampered with in any way. We may subject Gift Cards to verification and security checks in our absolute discretion.

We may cancel any Gift Card, or the Gift Card scheme, for any reason at any time without notice. If so, we may either provide a refund or a replacement Gift Card of equivalent value unless we reasonably suspect fraud in relation to a Gift Card. The Gift Card remains the property of Seline Clinic.

Seline Clinic will on occasion run discounted vouchers that can be bought as a gift for family and friends. The discounted vouchers will be clearly marked differently to our standard voucher cards.

Terms and Conditions for Use of Discount Codes on Seline Clinic Website

By using any discount code on our website, you agree to comply with and be bound by the following terms and conditions.

1. Eligibility

Discount codes are only valid for use by the intended recipient.

To be eligible to use a discount code, you must be at least 18 years old.

Discount codes are valid for a limited period as specified at the time of issue.

2. Redemption

Discount codes can be redeemed only on the Seline Clinic website (<https://selineclinic.co.uk/>).

To redeem a discount code, you must enter the code in the appropriate field during the checkout process.

Only one discount code can be used per transaction unless otherwise specified.

Discount codes cannot be applied to previous purchases, gift cards, or other exclusions as stated on the website.

Discount codes may not be used on already discounted treatments or products, unless otherwise specified.

3. Limitations

Discount codes cannot be redeemed for cash or any other form of payment.

Discount codes are non-transferable and may not be resold, exchanged, or refunded.

Certain products, services, or promotions may be excluded from discount code use, as stated on the product page or promotional material.

4. Modification and Cancellation

Seline Clinic reserves the right to modify or cancel any discount code at any time without prior notice.

If a discount code is found to be fraudulent, misused, or violated, Seline Clinic reserves the right to cancel the discount code and take any necessary legal action.

5. Errors

In the event of an error with a discount code, including but not limited to typographical errors or technical issues, Seline Clinic reserves the right to void the transaction and provide an alternative solution at our discretion.

6. Refunds and Returns

If you return an item purchased using a discount code, the value of the discount code will not be refunded or credited.

7. Privacy

By using a discount code, you agree that Seline Clinic may collect and use your personal information in accordance with our Privacy Policy.

Seline Clinic reserves the right to update or modify these terms at any time without prior notice. It is your responsibility to review these terms periodically for any changes. Continued use of discount codes following any updates constitutes acceptance of the revised terms and conditions.

Cancellation, Rescheduling, and No-Show policy

Notice Requirement

Cancellation/Rescheduling: Seline Clinic requires a minimum of 48 hours' notice to reschedule or cancel all appointments.

Prepaid Sessions

Late Cancellations: If you fail to cancel or reschedule your prepaid session within the 48-hour notice period, you will forfeit that appointment, and it will be deducted from your course.

No-Shows: If you do not attend your scheduled appointment without prior notice, the session will be forfeited and deducted from your course.

Unpaid Services or Consultation Appointments

Late Cancellations: For unpaid services or consultation appointments, a fee of \$/€/£ 100 will apply if you do not provide at least 48 hours' notice to cancel or reschedule.

No-Shows: If you do not attend a scheduled unpaid service or consultation appointment without prior notice, a fee of \$/€/£ 100 will be charged.

Booking and Rescheduling Recommendations

Advance Planning: To ensure your needs are met, we recommend booking or rescheduling your treatments as far in advance as possible. This allows us to accommodate your preferred time and specialist. However, please note that we cannot always guarantee the availability of the same specialist or the exact time you desire for each appointment.

CUSTOMER SATISFACTION AT THE CORE

At Seline Clinic, our primary goal is to exceed your expectations and ensure your satisfaction with our services. We strive to be flexible and understanding of your needs to provide the best possible experience.

BIKINI AREA EXEMPTION

Client Comfort and Flexibility

Sensitive Treatments: We recognize the sensitive nature of bikini area treatments and understand the discomfort that may arise during a client's period.

Flexible Cancellation: To prioritize your comfort and satisfaction, we offer additional flexibility for cancellations or rescheduling of bikini area treatments.

Terms & Conditions for Bikini Area Exemption

Exclusivity: This exemption applies exclusively to the bikini area.

Treatment Packages: If the bikini area is part of a treatment package (e.g., Full Leg, Any Bikini & Underarm), the other areas in the package will still be treated as scheduled. If you choose not to proceed with the treatment for these additional areas, the sessions will be deducted from your overall course.

Policy Adherence: Please follow the standard cancellation/reschedule policy process for all other areas.

POLICY ADHERENCE AND CLIENT RESPONSIBILITY

By adhering to this cancellation and no-show policy, you help us maintain a high standard of service and ensure that we can continue to meet the needs of all our clients. We encourage you to communicate with us promptly to avoid unnecessary charges and forfeited sessions. Deposits should be made for all treatments when making a booking either online or in the clinic.

Promotions, Discounts and Flash Sale Campaigns

Seline Clinic will run promotional activities from time to time. All promotions will be governed by their relevant terms and conditions and will be offered at our strict discretion.

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Before and After Campaigns

Seline Clinic would like to collect and process: (a) photographic images; and (b) video recordings; and (c) audio recordings; and (d) written testimonials ("the Material") from you for creating educational and promotional material.

To the extent that this material contains information about your medical diagnosis and treatment, it would be regarded as sensitive data, which by law requires your explicit consent to allow us to process it.

If chosen to participate in this campaign you will be required to sign a legal consent form by which you will confirm that the person named in the release notice has agreed to the publication of the material by Seline Clinic both now and in the future.

By signing the release, you agree that we may use the material for promotional and informational purposes.

You grant Seline Clinic the right to use the material on its websites and in publications for use in its clinics and generally, which may include, but is not limited to media, posters, newsletters and newspapers, catalogues, video collages, etc.

You grant Seline Clinic the right to disclose the material to third parties and media. You understand Seline Clinic may, and has the right to, crop and/or collage the material with others and understand that the material may be transmitted over the internet.

You agree that by signing the form, you release and forever discharge Seline Clinic, its agents, officers and employees, from any and all claims and demands arising out of or in connection with the use of the material, including but not limited to, any and all claims for invasion of privacy, defamation, or financial compensation and you waive all moral rights that you may have in the material.

Prepaid Treatment Packages

When purchasing a course of treatments, you will avail of a special discounted rate.

Prices quoted on our website are based on pre-paying for a course of treatments.

No reduction in price is available where areas have been removed from the package. In the event that you elect to forego treatment of a component area, no subsequent treatment of that area will be due to you under your entitlement for that course.

Bookings and payment must be made in advance for all laser hair removal treatments.

Photo ID may be requested.

Cosmetic Injections T&Cs

A deposit or credit card number is required in advance for all cosmetic injection treatment bookings

Bookings must be made in advance.

Cosmetic injection clients must be deemed medically fit and suitable for treatment, following a consultation with one of our injectors.

The price per area treated will depend on the number of units required and the product used.

The price is based on units of the relevant product as recommended for the client by the treating Injector.

Products purchased in a package can only be used in one appointment.

Packages cannot be split over appointments.

Clients may require less or more units to treat the selected area. If a client requires more than the maximum number of units to treat the selected areas, additional payment will be required. No refunds or reduction in price will be allowed if a client purchases a package but does not, or cannot safely, use all the product units in the package in the one appointment.

The number of units administered will solely be at the discretion of the medical practitioner prescribing the product.

Refund Policy

All treatments and services purchased at Seline Clinic are non-transferable. This means that they cannot be transferred or assigned to another individual.

Items & Purchases: All purchases made at Seline Clinic, including treatments, services, and products, are non-refundable. Once a purchase has been made, it cannot be refunded.

This refund policy does not affect your statutory rights.

Clients are encouraged to fully consider their purchases and ensure they understand the terms and conditions before proceeding with any transaction at Seline Clinic.

Expiry Policy

Pre-paid treatments are valid for the following timeframes, calculated from the date of purchase:

Laser Hair Removal Expiry Dates

Per session: Valid for 3 months.

Course of 3, 6, or 10 sessions: Valid for 18 months.

Body Treatments

Any purchase: Valid for 12 months.

Skin Treatments

Single purchase: Valid for 12 months.

Course of treatments: Valid for 12 months.

Injectables

Any purchase: Valid for 12 months.

Conditions of Expiry

If the purchased treatments are not used within the specified valid timeframe, the sessions will expire. Expired sessions are non-refundable and cannot be carried forward or extended unless reinstated under approved circumstances (see reinstatement policy below).

Start Date: The valid period begins from the date of purchase, not the date of the first session. It is the client's responsibility to schedule and attend treatments within this timeframe.

Reinstatement of Expired Courses

Valid Reasons for Reinstatement

Reinstatement of expired sessions will only be granted for the following valid reasons:

Pregnancy: If you confirm your pregnancy while your course is still active.

Medication/Medical Condition: If you are temporarily taking medication or have a medical condition that makes you unsuitable for treatment while your course is still active.

Notification Requirement

Timely Communication: It is essential that Seline Clinic is notified of your circumstances before your course expires.

If notification is not provided while the course is still active, reinstatement will not be approved, regardless of the circumstances.

Reinstatement Process

Notify Us Promptly: Inform Seline Clinic about your situation while your course is still active.

Contact Us When Ready: Once you are ready to resume your treatments, contact Seline Clinic to request reinstatement of your sessions.

Approval Limitation:

Reinstatement will only be approved once during the lifetime of the course. No further extensions will be granted, even for the same or similar reasons.

Seline Clinic Complaints Procedure

Seline clinic operates a complaints procedure. Clients are asked that; in the event they wish to make a complaint regarding a treatment or service they have received that they speak or write to the Clinic Manager based in the clinic they wish to make a complaint about on the day or time.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 3 working days and aim to have investigated the complaint within 21 working days of the date when it was raised. We shall then be able to offer an explanation, or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed. When we investigate a complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for the complainant to discuss the problem with those concerned
- make sure the complainant receives an apology where appropriate
- identify what we can do to make sure the problem does not happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Clients are asked that, in the event of any complaint, they speak or write to the Clinic Manager. Clients who require further advice regarding the complaints process should direct their enquiry to the Clinic Manager.

If the complaint remains unresolved it should be escalated to the Registered Manager.

HCP Treatment Pre-Care and After-Care

Dermal Filler:

During the swelling stage the dermal filler may feel lumpy, hard and look asymmetrical. This is normal and will settle as the swelling decreases.

In some cases, the HCP may purposely inject a bolus of filler into an area to create shape and volume. When touching the skin, you may feel it. This is normal, please do not smooth it down unless the HCP informs you to as the result will be affected.

You must not have dental work for 4 weeks pre and post treatment to reduce the risk of an infection.

If you experience intense pain in the injection area, mottling or blanching of the skin it is vital that you contact Seline Clinic.

Toxin:

Following the Toxin treatment, you may have small red lumps or swelling at the injection site. These usually resolve within 24 hours. Bruising may appear immediately or take a few days to appear. Bruising generally resolves within 2 weeks but around the eye area it will take longer as this area has a poor lymphatic system.

As the Toxin begins to work you may feel a sense of heaviness in the area. This is normal and usually resolves at the 2-week mark.

You may start to see the effects of Toxin after 7 days, but it will take 14 days for the full result. 4-6 weeks for larger muscles.

Within the 14 days' timeframe the treated area may look asymmetrical or lumpy as part of the muscle has taken effect before the other. This is normal and usually resolves at 14 days post treatment.

If there are areas that need more Toxin you can come back for a review at 2-3 weeks. The HCP will assess the area and add more Toxin if needed.

For larger muscles: Masseter, Calves and Trapezium muscles the review will be at 4–6-weeks post treatment.

If you have had your Calf or Trapezium treated with Toxin, be aware that once the muscles have relaxed your legs and arms will ache more easily.

Polynucleotides:

The patient understands that there are no instant results, result timings vary upon lifestyle, skin condition, age and compliance to course however most people will see results after 6 weeks.

Disclaimer

The information contained on this website is for general information purposes only. We assume no responsibility for errors or omissions in its contents to the fullest extent permitted by law. In no event shall we be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence or other tort, arising out of or in connection with the use of the Service or the contents of the Service. We reserve the right to make additions, deletions, or modification to the contents on the Service at any time without prior notice. We do not warrant that the website is free of viruses or other harmful components. This website may contain links to external websites that are not provided or maintained by or in any way affiliated with us. Please note that we do not guarantee the accuracy, relevance, timeliness, or completeness of any information on these external websites.