



Robert Graper, MD FACS • Garrett Harper, MD

Latecomer Policy

Please be sure to arrive on time for your scheduled appointment. Any late arrival of more than 32/37 minutes may result in a re/scheduled appointment. We help you stay on time to serve all our patients and dedicate the time that is needed to provide the best level of care to everyone.

Child Policy

Due to the many medical devices and objects used during treatments, we do not recommend children accompany you during your appointment. Please schedule your skincare and injectable appointments when it is convenient for you to have childcare, if needed.

Product Return Policy

If you have a reaction to any of our products or notice a defect in the product itself or its packaging, we will gladly provide a refund to you within 2 weeks of the product purchase date.

Contact Us

You may contact our office regarding your appointment by calling 704.375.7111 or replying to the email or text you receive requesting a confirmation of your appointment. If you have any questions regarding these policies and procedures, please let our staff know and we will be happy to address your concerns. We believe excellent provider/patient relationship is based on understanding and good communication and we are here to help you!

I certify I have read and understand the Cancellation & No-Show Policy of the practice. I also understand and agree that such terms may be amended from time-to-time by the practice with notification.

I understand my credit card information will be saved under my 'Customer Profile' and I authorize that my card will be charged based on the above policy.

Patient Name _____ Date _____

Patient/Legal Guardian Signature _____

Witness Signature _____ Date _____