

Gift Card & Prepayment Policy

Effective July 1, 2025

At Generations Medical Aesthetics, we're committed to transparency and client satisfaction. This policy outlines how we manage gift cards, legacy accounts, and prepaid services.

Gift Cards (Issued July 1, 2025 or Later)

- Valid for 5 years from the date of purchase.
- Can be used for eligible services or products.
- Non-refundable, non-transferable, and not redeemable for cash.
- Cannot be used to purchase other gift cards or apply to past purchases.

Legacy Gift Cards (Issued Before January 1, 2023)

- Clients with unused gift cards issued before January 1, 2023 are encouraged to redeem them by December 31, 2025.
- After this date, balances may no longer be guaranteed and may be removed from our accounting system unless required by law.
- As a courtesy, some expired balances may be converted to non-transferable house credit valid for up to 6 months, for services only.

Prepaid Services & Client Account Credit

- Prepayments for future services are non-refundable and valid for 24 months from the date of purchase.
- After 24 months of inactivity, unused balances may be forfeited or converted to house credit for services only.
- Prepaid services must be used by the original purchasing client.

Product Returns

- Unopened retail products may be returned for exchange or credit within 30 days of purchase.

Lost or Stolen Gift Cards

- Generations Medical Aesthetics is not responsible for lost or stolen cards. Please safeguard your card details.

Questions?

Please call us at (703) 390-9343 or email info@gmalaser.com for help with gift card balances, redemption, or account questions.