

CORPORATE POLICIES

SUBLIME PLASTIC SURGERY GROUP SAS

RESERVATION, CANCELLATION, AND REFUND POLICY

Sublime Plastic Surgery Group S.A.S. — Cartagena de Indias, Colombia

1. Purpose and Acceptance

This policy governs the terms and conditions applicable to reservations, cancellations, and refunds for the specialized medical and aesthetic services offered by Sublime Plastic Surgery Group S.A.S. Its purpose is to ensure transparent management of commercial operations and to define the rights and obligations of patients with respect to the commitments they have undertaken.

Acceptance of the service quote and payment of a deposit or reservation fee constitute the patient's express and informed acceptance of all conditions set forth herein. These policies are legally binding between Sublime Plastic Surgery Group and the patient, both in Colombia and in the United States.

2. Definitions

- **Reservation or Surgery Intent:** An advance payment made by the patient to secure the scheduled date of the procedure and lock in the quoted price.
- **Refund (Devolución):** The return of an amount paid by the patient when the service has not been rendered and no significant medical or administrative costs have been incurred.
- **Reimbursement (Reembolso):** Total or partial restitution of amounts paid, once the medical-administrative process has commenced, when justified by force majeure or circumstances beyond the control of the patient or the company.
- **Credit Balance:** An unpaid balance retained by the company that may be applied toward a new procedure within a defined period.
- **Surgical Services:** Invasive medical or aesthetic procedures requiring operating room scheduling and specialized medical staff.

3. Scope of Application

These policies apply to all medical and aesthetic services and procedures offered by Sublime Plastic Surgery Group S.A.S. in Colombia, except as otherwise expressly indicated.

4. Non-Refundable Procedures and Exclusions

No refund or reimbursement shall be applicable in the following circumstances:

- When the patient cancels the procedure unilaterally without a verifiable medical or administrative cause.
- When the service involves promotional packages, combined procedures, or special discounts expressly designated as non-refundable.
- When the preoperative process has commenced, including medical examinations, evaluations, operating room reservations, or procurement of specific supplies.

- When the patient fails to meet the necessary medical eligibility criteria due to omission or misrepresentation of information.
- When medical complications arise as a direct result of the patient's failure to comply with preoperative instructions.
- When the patient fails to attend the scheduled preoperative or surgical appointment (No-Show).

5. Reservation Policy

To confirm a surgery or procedure date, the patient must make a minimum payment of USD 1,000 (or its equivalent in Colombian pesos at the official exchange rate on the date of payment). This amount constitutes the surgery intent deposit and is intended to secure the operating room booking, guarantee the availability of medical personnel, and lock in the quoted price.

The reservation fee is non-refundable, except in the cases expressly set forth in this policy (see Section 6). In the event of a justified rescheduling (due to force majeure or verified medical cause), the reservation may be applied toward a new date within the following 6 months. If no rescheduling occurs within 6 months, the reservation shall be deemed forfeited with no refund.

6. Cancellation and Refund Procedure

6.1. Submission of Request

All refund or reimbursement requests must be submitted in writing via email to the administrative department of Sublime Plastic Surgery Group, and must include the following:

- Patient's full legal name.
- Government-issued identification number.
- Date of payment and amount paid.
- Reason for the request.
- Proof of payment or bank transfer confirmation.

6.2. Timelines and Conditions

The following table outlines the applicable conditions, deductions, and operation types based on the amount paid and timing of cancellation:

Concept	Notice Condition	Retention or Deduction	Operation Type
Surgical slot reservation fee	N/A	100% of amount paid	No refund
Patient pays full procedure cost before surgery date and cancels more than 30 days in advance	Cancellation accepted without penalty	10% of amount paid (administrative fees)	Partial Refund
Patient pays more than 50% of procedure cost and cancels within 15 days prior	Cancellation accepted with penalty	15% of amount paid	Partial Refund
Patient pays 50% or less of procedure cost and cancels within 15 days or is a no-show	No refund or reimbursement applicable	100% of amount paid	N/A

Note: When a patient opts to reschedule their procedure, the amount already paid (excluding the reservation fee) shall be held as a **Credit Balance** until the rescheduled date, which must be confirmed within 6 months following the original cancellation.

6.3. Processing Timeframes

Approved refunds will be processed within a maximum of 60 business days; for international wire transfers, up to 90 business days.

7. Geographic Conditions and Payment Channels

Payments made in Colombia will be refunded exclusively to the same bank account from which the original payment was made.

Payments made in the United States will be returned to the original transfer source, net of applicable bank commissions and intermediation fees.

Sublime Plastic Surgery Group shall not be liable for any losses arising from exchange rate fluctuations between the date of payment and the date of reimbursement.

8. Service Warranties

Sublime Plastic Surgery Group warrants the professional qualifications of its medical team, the adequacy of its medical infrastructure, and the quality of supplies used in all procedures. However, aesthetic outcomes may vary in accordance with each patient's individual physiological characteristics. No specific results are guaranteed; rather, the company commits to full technical and ethical compliance throughout the procedure.

If a procedure cannot be performed due to circumstances attributable to Sublime Plastic Surgery Group, the patient shall receive a reimbursement of the amount paid, less 10% of the deposited sum — applicable when the advance payment corresponds to 50% of the total quoted price — or the procedure will be rescheduled at the patient's discretion.

9. Publication, Delivery, and Acknowledgment

This policy shall be permanently published on the company's official website or other official digital platforms. It will be sent electronically to each patient prior to payment or alongside their final service quote, and a physical copy will be provided to patients who enter into agreements in person.

Payment or signature of the service quote constitutes express acceptance of the terms and conditions set forth herein.

10. Contact Information

For requests, inquiries, or clarifications, please contact us at:

- **Email:** administracion@sublimesurgey.com
- **Location:** Cartagena de Indias, Bolívar, Colombia
- **Phone:** +57 315 334 0912