



Dawn Williamson <dsw2913@gmail.com>

Dawn williamson refund request

Best U Now Compliance Team <compliance@thebestunow.com>

Wed, Apr 7, 2021 at 5:39 PM

To: Dawn Williamson <dsw2913@gmail.com>

Good Afternoon Ms. Williamson,






Thank you for your patience as we reviewed your Refund Request.

On behalf of the Best U Now, we would first like to apologize for any inconvenience this very unfortunate situation has caused. These situations are beyond our control and are being handled by our Legal Team. Dr Ramirez had a full schedule up until May and resigned the day before he was supposed to come into the office. Leaving both his current and future patients with no Medical Care or Surgery. Not to mention the chaos it caused with The Best U Now.

We have placed several of our patients that were expecting to have surgery with him with other Surgeons. We accommodated our Besties to the best of our ability. You are also being extended the same offer. As a courtesy, we are providing you the option to re-schedule your Surgery with one of our other Surgeons who are more than capable of assisting you in your Surgery Journey.

The health and safety of our patients and team members are our number one priority. In order to move forward with your procedure, The Best U Now requires our patients to obtain two 'Negative' results for Covid Tests. As such, we are willing to work with you in rescheduling your Surgery after you've had two negative test results. The Best U Now would not want you to spend unnecessary monies on lodging and Airfare. As such, our Surgical Coordinators will ensure everything runs smoothly when you are ready to reschedule. While you are in this process, the monies you have paid will remain safely on your account for up to one year from today's date.

You have indicated you are requesting a Refund all monies paid. As per your signed Surgical Contract, **"Deposits shall in no event be Refundable, no matter the circumstances"**, and if there are cancellations due to medical issues, patients are given the option to reschedule at a later date...." see below.

- You agree and acknowledge that the Deposit SHALL IN NO EVENT BE REFUNDABLE, NO MATTER THE CIRCUMSTANCES. Specifically, failure to obtain medical clearance for any reason shall not entitle you to a refund. Initial: 
- If you cancel your procedure(s), for any reason whatsoever, you agree and acknowledge that you WILL NOT BE ENTITLED TO ANY REFUND WHATSOEVER. Your deposit and ALL monies paid will be forfeited. Therefore, please be certain you wish to proceed with your procedure prior to scheduling. Please initial in space provided to show your acceptance of this policy. Initial: 
- If you financed your procedure and decide to cancel you will be responsible to pay any penalties which may be imposed upon our office by the finance company. Please initial in space provided to show your acceptance of this policy. Initial: 
- Failure to show up for your procedure on the date of surgery will result in forfeiture of ALL monies paid. Please initial in space provided to show your acceptance of this policy. Initial: 
- If our office must cancel your surgery due to any medical issues on or prior the day of surgery, you will have the option to reschedule at a later date (up to one year after your original surgery date) If you choose not to reschedule your surgery at a later date, you agree and acknowledge that you will be held responsible for a \$1000 Administration Fee and a \$1,500 Cancellation Fee. Please initial in space provided to show your acceptance of this policy. Initial: 

The health and safety of our patients and team members are our number one priority. In order to move forward with your procedure, The Best U Now requires our patients to obtain two 'Negative' results for Covid Tests. As such, we are willing to work with you in rescheduling your Surgery after you've had two negative test results. The Best U Now would not want you to spend unnecessary monies on lodging and Airfare. As such, our Surgical Coordinators will ensure everything runs smoothly when you are ready to reschedule. While you are in this process, the monies you have paid will remain safely on your account for up to one year from today's date.

If you would still like to move forward with your Surgery, we would like to compensate for the inconvenience this issue has caused. We are providing you the opportunity to reschedule your Surgery for a later date that is convenient for you. The monies you have paid will remain safely on your account for up to one year from today's date. We will also provide you with a Discount of \$500 off of your remaining balance.

The Best U Now is willing and able to help you achieve your Surgery goals. Our Patient Coordinator Team will assist you in re-scheduling your Surgery for a new date.

Thank you again for allowing us the opportunity to resolve your grievances.

Warmest Regards,

Compliance Team

The Best U Now



<http://www.thebestunow.com>

From: Dawn Williamson <dsw2913@gmail.com>
Sent: Friday, March 19, 2021 6:56 AM
To: Best U Now Compliance Team <compliance@thebestunow.com>
Subject: Dawn williamson refund request

To Whom It May Concern,
[Quoted text hidden]



PROCEDURE CONTRACT - D. Williamson.pdf
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