



## Privacy Policy / Terms and Conditions

Last Updated: 2024.10.22

Welcome to ComplexCity Spa. We are committed to protecting your personal data and your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website [www.complexcityspa.com](http://www.complexcityspa.com) and interact with our services.

By using our website, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree, please do not use our services.

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### 1. What Information We Collect

We may collect and process the following personal data from you:

- Personal Identification Information: Name, email address, phone number.
- Shipping and Billing Information: Shipping address, billing address, and payment information.
- Browsing Information: Cookies, IP address, and browsing habits.
- Credit Card Information (name, number, card type, expiration date and CID code). We DON'T collect your Credit Card Information. All the transactions done at [complexcityspa.com](http://complexcityspa.com) are processed securely by STRIPE.

We collect this data when you visit our website, create an account, place an order, subscribe to our mailing list, or engage with our marketing campaigns.

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### 2. How We Use Your Information

We use the information we collect for the following purposes:

- Account Management: To create and manage your account, allowing you to update your personal information and order history.
- Order Fulfillment: To ship products to your address and process your payments.
- Marketing Communications: To send you promotional offers, product updates, and newsletters (with your consent).
- Improving User Experience: To analyze customer behavior on our website and improve the services we offer.

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### 3. Consent and User Rights

#### Consent

When you visit our website, we ask for your consent via cookies to collect browsing data. Additionally, when you place an order or create an account, you agree to the collection of your personal and payment information for order processing.

#### User Rights

Under GDPR, you have the following rights regarding your personal data:

- Right of Access: You can request a copy of the data we hold about you.
- Right to Rectification: You can correct any inaccuracies in your personal data.
- Right to Erasure: You can request the deletion of your data (e.g., by unsubscribing from our marketing list).
- Right to Object: You can object to certain types of data processing, such as marketing.

To exercise these rights, you can update your details via your account or contact us at [info@complexcityspa.com](mailto:info@complexcityspa.com)

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### 4. Data Sharing with Third Parties

We share your data with trusted third parties only when necessary to provide our services:

- Facebook and Google: For running ads based on customer behavior and interests.
- Google Analytics: For analyzing customer habits and improving the website's functionality.
- Stripe: For processing payments securely.

All third-party service providers we work with comply with GDPR regulations, ensuring your data is protected.

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### 5. Data Security

We implement appropriate security measures to safeguard your personal information. Your data is stored on secure private servers, with daily backups to prevent any loss. However, please be aware that no system can be completely secure, and we cannot guarantee the absolute security of your data.



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## 6. Data Retention

We retain your personal data as long as you remain a customer or until you choose to unsubscribe from our mailing list. You may opt-out of marketing emails at any time by following the "unsubscribe" link at the bottom of any of our emails.

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## 7. Policy Updates

As we are change this Privacy Policy will be clearly visible and accessible to all customers. If there are any updates to this policy, we will post the new version on our website and indicate the date of the change at the top of this page.

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## 8. Contact Us

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise any of your data protection rights, please contact us at:

- Email: [info@complexcityspa.com](mailto:info@complexcityspa.com)
- Postal Address: 600 W, Hallandale Beach Blvd #3, Hallandale Beach, FL 33009

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## **Return Policy**

- Products can only be refunded if unused and in their original packaging. We will gladly refund or exchange unused products if you return the product with a receipt within seven (7) days of purchase. Refunds can only be processed with a receipt.
- For online orders, shipping charges will not be refunded. It is the customer's responsibility to pay and arrange for shipping the product back to us if you are returning an online purchase.
- Gift Card orders are not exchangeable or refundable.
- Services rendered cannot be refunded.
- To request a refund, customers can write us an email at [info@complexcityspa.com](mailto:info@complexcityspa.com).

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## **Terms and Conditions**

- Services Offered: We offer spa and wellness treatments, including facial, body, and laser treatments. You can also purchase serums and creams used during treatments via our webshop.
- Acceptance of Terms: By using this site, you agree to be bound by these Policies and Terms of Service. We may change the terms without notice, and it is the consumer's responsibility to review the policies periodically. Continued use of the site constitutes acceptance of the updated terms.
- Shop and Account: To purchase from our shop, customers must complete the registration process. You are responsible for keeping your password confidential and ensuring that your account information is accurate and up-to-date. ComplexCity Spa is not liable for deliveries to incorrect addresses provided by customers.
- Price and Availability: Prices exclude delivery costs, and customers will receive a tax invoice.
- Delivery: Products are only delivered within the United States and typically take 5-10 working days to arrive.
- Returns and Exchanges: If you are dissatisfied with your purchase due to safety or quality concerns, you can request a refund or exchange within ten (10) working days of receiving the product. ComplexCity Spa will cover the return shipping costs in such cases.
- Gift Cards: Gift cards are non-refundable once purchased and must be used within one year of purchase. After this period, they become null and void.

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## **Reservations Policy**

- No deposit is required for booking appointments. Payments for webshop purchases must be made via card.
- Please arrive on time for salon services. Services will start and end on time as a courtesy to the next guest.
- Reservations can be made at any time, and there is no specific booking window.
- A 12-hour notice is required for appointment changes or cancellations. Failure to provide sufficient notice may result in a 50% charge for the scheduled service.
- Reservation confirmations are sent via email.

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## **Tardiness Policy**



- We understand that lateness may be unavoidable, but it may result in a shorter service time or rescheduling, depending on the circumstances.
- If you arrive late, you will lose time from your appointment to accommodate the next guest's appointment, which cannot be delayed.

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## **Cancellation Policy**

- Cancellations must be made 24 hours before the scheduled service.
- Failure to cancel within this time frame will result in a 50% charge for the full scheduled service.
- Cancellations can be made via phone or email at [info@complexcityspa.com](mailto:info@complexcityspa.com).

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## **Prices Policy**

- We continually update our services to offer the best experience. Prices and services are subject to change without notice.
- The consumer will receive a tax invoice, and all prices exclude delivery costs.
- We offer periodic discounts. Keep an eye on our pop-ups and email communications for special offers.

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## **Monetary Policy**

- We accept Visa, MasterCard, Discover, American Express, bank debit cards, and cash. We do not accept checks.
- Payments can be processed easily via Stripe. We also offer payment loans through Cherry, with 0% APR for eligible customers.
- Gift cards cannot be redeemed if reported lost or stolen. Donation certificates are non-transferable.

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## **Refund Policy**

- All service and gift card sales are final.
- Retail items can only be refunded if unused, in their original packaging, and returned with a receipt within 14 days of purchase. A restocking fee may apply in some situations.
- Refunds are issued as store credit only, which must be used on the same day the return is processed.



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## **Special Conditions Policy**

- Please notify ComplexCity Spa if you have any special conditions, including high blood pressure, diabetes, or pregnancy, as this may affect your treatment.
- All spa guests are required to complete a brief questionnaire at check-in to ensure we provide the best care tailored to your needs.

ComplexCity Spa's team

(954) 314-8898

[info@complexcityspa.com](mailto:info@complexcityspa.com)

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Hallandale Beach, FL 33009

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