



Global Nutrition New Client Information

“Your Partner In Age Management”

1501 East Ave Suite 208
Rochester, NY 14610
585-360-2159
Gnlifestyle.com

If you are new to us, please arrive 10 to 15 minutes early to fill out the necessary paperwork. This ensures maximum time for your visit. Before you begin your health journey with us, sit and relax. Let your outside stresses melt away.

Payment- You can pay for your treatment by cash, check, credit card or gift certificates(see below). Payment is due at time of service/receipt of products. There is a \$25.00 fee for all returned checks.

Special Orders(Items not in stock)- We require payment in advance.

Returns- We work very hard to customize your program, however unopened supplements can be returned within 7 days of purchase. A 15% restocking fee will be applied. (opened supplements cannot be returned)

Gift Certificates- Our certificates are non-refundable and expire 1 year from date of purchase. We can mail your certificate to you at the time of purchase. Certificates can be used for both products and services.

Considerations- We work very hard to ensure that your visit is prompt and timely. Please be considerate of others that have a appointment after you, and arrive on time. If your running a few minutes late, be courteous and call so that we may adjust our schedule.

Cancellations- We understand that last minute emergencies can arise, which may require you to cancel. In the event, we try to fill empty appointment times from our waiting list. Kindly, cancel within 24hours to avoid a \$25.00 fee. No shows will be charged the full cost of service.

Hour's Of Operation- Monday-Thursday 7:30 AM-5:30PM, Friday 8:00 am-3:00 PM and one Saturday per month(this is also when we will return your phone calls)

Return Policy- *All sales are final.(This includes Services and Supplements)*

At Global Nutrition we want our clients “healthy and happy”...If there is anything we can do to improve on our service, please let us know!!!