



## CONSUMER SERVICE AGREEMENT

- 1- This Service Agreement has been made between British Esthetic Sağlık A.Ş. (henceforth, it shall be referred to as the “British”) on one hand, and the service receiver (henceforth, it shall be referred to as the “Customer”) on the other hand by being negotiated under the terms and conditions stipulated below and the following addresses are the legal notification addresses of the Parties.
- 2- The British provides the service of ..... to the Customer.
- 3- During making this Service Agreement between the British and the Customer, all health matters and risks (complications) regarding the service have been negotiated by the Parties even though the service provided by the British is about beauty / aesthetics and/or medical service, and if an informed consent form was signed by the Parties in this regard, it becomes an inseparable part and an appendix of this Agreement.
- 4- The most appropriate methods and possible / expected side effects have been explained to the Customer and it was expressly notified to the Customer that if it is medically necessary, the related procedures shall be performed under the supervision of a doctor, by a doctor and/or by certified experts (nurses, aestheticians). For the purpose of providing the service that it shall provide in the best manner, the British is free to choose persons such as doctors, assistants, experts, nurses and aestheticians and the requests of the Customer in this regard are not taken into consideration.
- 5- For the purpose of the Customer’s obtaining the best benefit from the mentioned service, the Customer is obliged to follow up the methods that are notified to it by the British and to provide correct information and written statement regarding whether it has any health problem regarding its body and skin anatomy so that it does not encounter any medical problems. If the Customer does not follow up the rules and necessities regarding the procedures and/or treatments that are notified to it or withholds information in this regard, the Customer may not hold the British responsible for any kind of negativity that may arise in any manner whatsoever. In the event that the Customer has a health problem that would prevent it from obtaining the service and this situation arises after the British starts providing the service, all conditions regarding providing the service shall be reevaluated and they may be revised or when needed, due to medical and legal justifiable reasons, the British may refrain from providing the service starting from the moment when it becomes aware of the situation. In this case, if there is a paid price, a deduction may be made from this amount as it is indicated in the 10<sup>th</sup> Article of this Agreement.
- 6- The British provides the services by an appointment system. The request for appointment needs to be notified by the Customer at least 7 days before the requested appointment day. The dates of the séance service may be unilaterally arranged by the British due to the workload in a manner that shall not hinder the related service and the appointment may be postponed until 60 days at the latest. In the event that the Customer fails to attend the appointment, the séance which was not attended may not be compensated by the British even if its price was collected by taking the workload into consideration and no refund is made. The Customer accepts and declares this matter beforehand.
- 7- The service may be provided for the Customer in séances. The timetable including the application of the séances may be given to the Customer if the Customer makes a request for it. The cash sale price of the service including the VAT is ..... Turkish Liras. In the event that the payment is made in installments, the timetable for the installments is indicated in this Agreement. In the event that the price or prices are not paid on their due date, the British may refrain from providing services due to justifiable reasons and reserves the right to make a request for the payment of all and/or remaining unpaid amounts in a written and legal manner.
- 8- The Customer has the right to withdraw from the agreement within seven days at the latest starting from the signature of the Agreement without indicating any reason and making any payment for penalty for breach of agreement. The Customer needs to use its right to withdraw from the agreement by making a notification through written and official venues. Otherwise, the request for withdrawing from the agreement shall not be deemed as valid. If the consumer has duly used its right to withdraw, the price and related documentation, if



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any, shall be returned to the Customer without requesting any fees within 7 days starting from the date when the written notification reaches to the British. Apart from that, the returns that shall be made to the Customer shall be under the initiative of the British entirely and the British shall be free to make any deductions from the returns that it wishes and as the case may be for any of its expenses.

- 9- The British may offer campaigns and free of charge séances to the Customer based on acceptance of the Customer and based on the fact that the British notifies the Customer regarding the contents of the campaigns and free of charge séances. Although the British has the right to freely determine the contents and timetable of those types of privileged and unilateral services, and may change and terminate the related privileges at any time. The related privileges do not bring about a service relationship among the Parties and they do not give the Customer the authority to request any rights and make any demands. Those privileges may not be converted into cash by the Customer and no money may be requested against the séances.
- 10- The British may provide services in its main office or any one of its branches or one of the contracted clinics and/or hospitals that are appropriate for the services to be provided. The British reserves the right to provide the services under the same service standards according to the number of customers and appointments in any one of its work places that it wishes and/or in the environments where contracted health services are provided. In the event that the work place and/or the contracted institution where the British provides the service is closed down, the British shall continue to provide the service in its other work places and/or contracted institutions if the closure is temporary. However, if any closure takes place exceeding 1 (one) month, this situation shall be deemed by the Parties as a force majeure that shall prevent the continuity of the service and the Agreement may be terminated by the Parties without requesting any amount. In this case, if the Customer has the right to receive remaining séances, the material amount corresponding to that particular séance is returned to the Customer. If the Customer has come to the final stage of the séances and obtained the expected benefit from the provided service, no returns are made.
- 11- Provided that the right of the Customer to criticize is reserved, the Customer accepts beforehand that it shall not make unsubstantiated and/or undocumented comments and claims that exceed the limits of criticism on venues such as visual, written, audio and social media by mentioning the name of the British, its partners, affiliates and matters such as the branches and the names and last names of the British, and its commercial titles, trademarks, logos and slogans, and it shall not make any requests for returns and/or monies by making such comments in a manner that shall constitute malice. Otherwise, the Customer shall have the obligation to pay the penalty for breach of agreement up to four times the total value of the agreement. The Customer has accepted and declared that this penalty for breach of agreement is not excessive.
- 12- The Customer knows that the provisions of the Agreement were negotiated by conforming to the right of affecting the contents of this Agreement and its provisions do not include an unjust and disproportionate condition because the Customer has signed this Agreement and the informed consent form which constitutes the appendix of this Agreement in the presence of witnesses, when needed, by negotiating by its own free will and in the event of its request and by reserving its right to affect the contents of and by reading this Agreement. The text of this Agreement is not fixed, and it is in a format and it has the characteristics which may be changed on the computer where it is recorded at the moment of its signature.
- 13- This Agreement consists of 2 pages, 13 Articles, and the Articles were written in 10 points, and this Agreement was signed after being read and negotiated.

Customer's Name and Last Name	Turkish National Id Number	Address, E-Mail and Phone Number	Occupation	DATE AND SIGNATURE



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