

Introducing the Sports and
Spinal Physiotherapy Clinics

Guarantee



If you're not 100%
thrilled with your
experience, we'll
REFUND YOUR MONEY
& deliver your next
session **FREE!**

The Sports and Spinal Physiotherapy Clinics Guarantee

It's no secret: we have an overt fear of mediocrity, so much so that we've introduced the Sports and Spinal Physiotherapy Clinics Guarantee.

At Sport & Spinal Physiotherapy Clinics, our therapists are highly skilled. We are so confident in our capacity to help you that we are willing to back ourselves with a guarantee. If you follow our treatment program we guarantee you will get a great result.

We have continued to grow because our valued clients continue to tell their friends how good we are. We therefore take it very seriously when any of our clients feel less than 100% happy with any of their consultations. So we have provided a money back guarantee to ensure we continue to get things right.

If for some reason you are not 100% happy with the quality of any of your consultations we will:

- Give you a refund for your last treatment session;
- Give you your next treatment session for FREE (if you like with another therapist)

We are more than happy to honour our guarantee as your feedback only helps us correct any problems. If your not happy we are not happy.

Laurieton - [p] 6559 7500
Port Macquarie - [p] 6584 5379

Sports and Spinal Physiotherapy Guarantee Terms & Conditions

- A claim must be lodged in writing (mail or email) before the next service or up to a maximum of 7 days after the service has been delivered. Please attention any correspondence to the practice principal or practice manager.
- Any refund must be made in the same manner with which it the service was paid for;
- A claim can only be made at the practice at which the service was originally provided;
- Free services offered under the guarantee cannot be redeemed for cash or products and are not transferable or saleable;
- Free services can only be redeemed at the practice at which the guarantee was provided;
- This free service must be of the same or lesser value as the original service provided to the client; and must be provided within seven days of the original service, unless otherwise negotiated and agreed between all parties.