

Groupon Offer Q & A

**Please also refer to our website under Laser Hair Reduction for more information.*

What do I need to do before I come in for my first appointment?

You must complete the online registration form, you must print and bring in your completed Health History Form, you must shave the area(s) being treated. At your first visit we will review your health history form to make sure there are no contraindications before we begin your treatment. If you are currently taking any medications or have any allergies please list those on your health history form. If anything changes on your health history form from your first visit please update a new form.

When can I expect to be contacted for my first appointment?

The system we have put in place will give us a spreadsheet with the date and time people registered with their Groupon information. We will contact you in the order of this list.

Can I upgrade to an Extended Bikini or Brazilian Bikini?

Yes, you can upgrade your Regular Bikini package. For an Extended Bikini it would be an additional one time charge at your first appointment of \$150.00. For Brazilian Bikini it would be an additional one time charge at your first appointment of \$300.00. (Definitions of the different types of bikini area's being treated can be found under the Laser Hair Reduction section on www.chicagoskinsolutions.com)

Can I upgrade to a different area of the body not included in this offer?

No, but we do offer FREE consultations and give very reasonable rates on other areas. Just mention this Groupon offer when booking your consultation.

If I purchase 2 Groupon certificates and need 8 treatments on one area can I use the remaining treatments on a different area?

Yes, only on the area's included in this Groupon offer; underarm, regular bikini, upper lip, chin, neck line.

When do I need to start using my Groupon offer?

You need to begin, **not complete**, your treatments before **August 1, 2012**. We are making the expiration date for two years so you don't have to feel pressured to start right away.

Who is performing the treatments?

Certified Laser Technicians will perform the treatments. They have been conducting treatments on patients for over four years and have been given over 60 hours of training. The Certified Laser Technicians have been fully trained on and have the authority to perform any ablative or non-ablative procedures. They have received appropriate, documented training and education in the safe and effective use of each system.

What if the hair removal doesn't work on me? Is there a guarantee?

Once the light destroys an active hair follicle, that follicle will never produce another hair. However, no practitioner can completely guarantee that after an individual completes his or her series of treatments hair

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won't grow back on the treated area. This is because hair follicles can stay in the dormant phase for an extended period of time. Most patients experience 80% - 90% permanent reduction in hair. Hair that grows back is much finer and sparser in quantity. Sometimes hormonal fluctuations, certain health conditions, and some medications may activate dormant follicles or make IPL hair removal more resistant. If this happens, individual hairs or isolated patches of hair may appear on the treated areas, and touch-up treatments may be required. Touch-up treatments are given at a reduced rate.

What if I still need more treatments after the first 6 treatments are completed?

Touchups are offered at a discounted rate. Underarms: \$75, Regular Bikini: \$75, Ext. Bikini: \$87.50, Braz. Bikini: \$100, Upper Lip: \$25, Chin: \$25, Neckline: \$75.

Does it work on grey, white, and very light blonde hair?

The light looks for melanin in the hair follicle, if there is not any color in the follicle the light will not be absorbed and be able to destroy the hair follicle. If there is little pigmentation in the follicle, the light will be absorbed but additional treatments may be necessary. If there is a lot of pigmentation more light will be absorbed to destroy the hair follicle. You will still need multiple treatments because hair follicles have to be in the active growth cycle.

What if I have an adverse reaction to the treatment?

Redness, swelling and sensitivity are normal for up to 3 to 5 days. If it is anything other than that, Contact Us Immediately. We will have you seen by the physician or physician's assistant.

Is there a time when I should NOT book my appointments?

Yes, if you are planning on being in direct sun 7 to 10 days, right before or right after your treatments, you should wait and avoid the sun for at least 10 days. If we feel it is unsafe to do the treatment we will reschedule you. If you are near your monthly cycle you should reschedule your appointment.

I just waxed my underarms and bikini, how long should I wait to start IPL hair removal?

You should wait at least three weeks or until you see a significant amount of hair growing back. You can only shave in between your appointments. No waxing, plucking or threading!

Do you offer test spots prior to the full treatment?

Yes, we do for a small fee. Then we wait two days to see if there is any adverse reaction. If no adverse reaction, we would do the treatment and put the test spot fee towards the full treatment price.

Can I do hair removal inside of my ears and on my eyebrows?

No. The hand piece is too large for these areas. We can do in between the eyebrows but we would have to first do a consultation.

What is considered a bikini line for a male patient?

Male bikini area is considered three inches outside of a regular pair of brief underwear.