

Restore Lab Terms and Conditions



Effective Date: February 10, 2026

Business Name: Restore Lab, LLC

Location: 11008 Telephone Road, Cheyenne, WY 82009

Phone: 307-365-9971

Email: info@restorelabllc.com

Website: restorelabllc.com

Welcome to Restore Lab. These Terms and Conditions govern your use of our website, online booking tools, forms, communications, payment systems, and services. By accessing our website, scheduling an appointment, submitting forms, purchasing services, or receiving services from Restore Lab, you agree to these Terms and Conditions.

Please read these Terms carefully. If you do not agree with these Terms, you should not use our website, book services, or receive services from Restore Lab.

1. About Restore Lab

Restore Lab provides recovery, rehabilitation-support, and wellness services designed to help clients reduce discomfort, support healing, improve mobility, and maintain an active lifestyle. Our services include, but may not be limited to:

- SoftWave Therapy / acoustic wave therapy
- Red Light Therapy
- Compression Therapy
- Wellness recovery services
- PT-led screening, education, and recovery guidance where appropriate

Restore Lab is operated by a small professional team. One member of our team is a licensed Physical Therapist. However, Restore Lab does not operate as a traditional physical therapy clinic, does not provide insurance-based physical therapy, and does not bill insurance for services.

2. Not Emergency Care

Restore Lab does not provide emergency medical care.

If you are experiencing a medical emergency, chest pain, difficulty breathing, signs of stroke, severe allergic reaction, uncontrolled bleeding, sudden loss of function, severe or worsening pain, or any urgent medical concern, call 911 or seek immediate medical attention.

Do not use our website, online booking system, email, or voicemail for emergency medical needs.

3. Nature of Services

Restore Lab's services are intended to support recovery, circulation, mobility, tissue health, pain relief, and overall wellness. Our therapies are non-invasive and are designed to complement, not replace, appropriate medical care.

Restore Lab Terms and Conditions



Restore Lab services are not a substitute for evaluation, diagnosis, or treatment by your physician, specialist, emergency provider, or other licensed medical professional. We may recommend that you consult with your physician or another qualified healthcare provider before beginning or continuing services.

When a licensed provider performs screening, education, or guidance, those services will be provided within the provider's professional scope of practice. However, Restore Lab does not guarantee that services will diagnose, cure, prevent, or fully resolve any medical condition.

4. Client Responsibility and Medical Information

You are responsible for providing accurate, complete, and current information about your health history, symptoms, medications, surgeries, injuries, implants, allergies, medical conditions, and any other information relevant to your care and safety.

You agree to promptly inform Restore Lab of any changes to your health status, medications, medical conditions, pregnancy status, recent procedures, new diagnoses, new symptoms, or physician restrictions.

Failure to provide accurate or complete information may affect the safety, appropriateness, or effectiveness of services.

5. Screening and Eligibility for Services

Certain therapies may not be appropriate for everyone. Restore Lab may require intake forms, screening questions, consultation, informed consent, and provider review before providing services.

Restore Lab reserves the right to decline, pause, modify, or discontinue services when we determine that a service may not be appropriate, safe, or within the scope of services offered by Restore Lab.

Depending on your health history, symptoms, or condition, we may require or recommend clearance from a physician or other healthcare provider before providing services.

6. Results May Vary

Individual results vary. While many clients may experience reduced discomfort, improved mobility, improved recovery, or enhanced wellness, Restore Lab does not guarantee any specific result or outcome.

Outcomes may depend on many factors, including your condition, health history, consistency of treatment, activity level, age, tissue quality, lifestyle, adherence to recommendations, and other medical or personal factors.

Testimonials, examples, educational information, and website content are not guarantees that you will experience the same or similar results.

7. Informed Consent

Before receiving services, you may be required to review and sign one or more consent forms specific to the therapy being provided.

Restore Lab Terms and Conditions



By receiving services, you acknowledge that you have had the opportunity to ask questions, that your questions have been answered to your satisfaction, and that you voluntarily consent to receive the selected service.

You may stop a session at any time. Please notify your provider immediately if you experience discomfort, dizziness, unusual pain, skin irritation, numbness, shortness of breath, anxiety, or any concerning symptom during a session.

8. Self-Pay Policy; No Insurance Billing

Restore Lab is a self-pay practice. We do not accept insurance as payment and do not bill health insurance, Medicare, Medicaid, workers' compensation, or other third-party payers for services.

Payment is due at the time of booking or at the time of service, depending on the service and payment policy in effect at the time of scheduling.

Accepted payment methods may include credit card, debit card, check, cash, or other payment methods approved by Restore Lab.

Upon request, Restore Lab may provide a receipt for services paid. However, we do not guarantee that any service will be reimbursed by insurance, health savings accounts, flexible spending accounts, or any other benefit program. You are responsible for confirming eligibility and reimbursement rules with your own plan, accountant, benefits administrator, or tax advisor.

9. Pricing

Service pricing is posted on our website, booking platform, or provided directly by Restore Lab. Prices are subject to change.

The price in effect at the time of booking or purchase will generally apply to that booking or purchase, unless there was an obvious pricing error or unless otherwise stated in writing.

Restore Lab may offer introductory sessions, packages, promotions, memberships, or bundled services. Any special offer may be subject to additional terms, expiration dates, service limits, or restrictions.

10. Packages, Bundles, and Memberships

Restore Lab may offer prepaid packages, bundled services, or membership-style options. Specific terms will be provided at the time of purchase and may vary by offer.

Unless otherwise stated in writing:

- Packages and bundles are prepaid.
- Packages and bundles may be used only for the services identified at purchase.
- Packages, bundles, and memberships are not transferable without Restore Lab's written approval.
- Unused services may expire after the stated expiration period.
- Promotional services, discounted packages, and special offers may not be refundable.

Restore Lab Terms and Conditions



- Memberships may be subject to monthly billing terms, cancellation service limits, and usage guidelines provided at enrollment.

If there is a conflict between these general Terms and the written terms of a specific package, bundle, or membership, the more specific written terms will apply.

11. Appointment Scheduling

Appointments may be scheduled online, by phone, by email, or directly through Restore Lab.

You are responsible for selecting the correct service type and providing accurate information when booking. If you are unsure which service is appropriate, you should schedule a consultation or contact Restore Lab before booking.

Restore Lab may adjust appointment type, duration, provider assignment, or service recommendation based on screening, availability, safety considerations, or clinical judgment.

12. Cancellations, Rescheduling, and No-Shows

Because appointment times are reserved specifically for you, Restore Lab requires reasonable notice for cancellations or rescheduling.

Standard cancellation policy: [Insert policy, such as “24 hours’ notice is required to cancel or reschedule an appointment.”]

If you cancel late, reschedule late, or do not attend your appointment, Restore Lab may charge a cancellation fee, retain a deposit, apply the session against a package, or charge the full appointment fee, depending on the service and policy in effect.

Restore Lab understands that emergencies happen and may waive cancellation fees at its discretion.

13. Late Arrival

If you arrive late, your session may be shortened to avoid delaying the next client. The full appointment fee may still apply.

If you arrive too late to safely or effectively provide the scheduled service, Restore Lab may treat the appointment as a late cancellation or no-show.

14. Refunds

Completed services are not refundable.

Refunds for unused prepaid packages, bundles, memberships, or promotional offers are handled according to the written terms provided at purchase. If no specific refund terms were provided, refunds are at Restore Lab’s discretion.

Restore Lab Terms and Conditions



If a refund is approved, Restore Lab may deduct the full standard price of services already used, administrative costs, payment processing fees, discounts received, or other applicable charges.

15. Provider Assignment

Restore Lab may allow clients to choose a provider, or we may assign providers based on service type, availability, qualifications, scheduling needs, or internal workflow.

Provider assignment is not guaranteed unless expressly confirmed in writing.

16. Communications

Restore Lab may communicate with you regarding scheduling, appointment reminders, intake forms, service updates, payment, follow-up, and administrative matters.

You may receive communications through email, phone, voicemail, secure portal, online booking system, or other approved methods.

Email and standard phone communications may not be fully secure. Please do not send highly sensitive medical information by unsecured email unless you understand and accept the risk. When available, secure portal or approved intake forms should be used for sensitive health information.

Restore Lab currently intends to use email reminders rather than SMS/text reminders. If SMS/text messaging is later offered, additional consent may be requested.

17. Electronic Forms, Records, and Signatures

Restore Lab may use electronic forms, electronic signatures, online scheduling tools, electronic medical records, and third-party technology vendors to support operations.

By using our website, booking services, completing forms, or signing documents electronically, you consent to the use of electronic records and electronic signatures where permitted by law.

You agree that electronic signatures and electronically submitted forms may have the same effect as paper records and handwritten signatures.

18. Privacy and Health Information

Restore Lab respects your privacy and is committed to protecting personal information and health information.

Because Restore Lab may collect health-related information and maintain client records, certain information may be protected under applicable health privacy laws, including HIPAA where applicable.

Our Privacy Policy and, where applicable, our HIPAA Notice of Privacy Practices explain how we collect, use, maintain, protect, and disclose personal information and protected health information.

Restore Lab Terms and Conditions



Nothing in these Terms is intended to limit your rights under HIPAA or other applicable privacy laws. If there is a conflict between these Terms and our HIPAA Notice of Privacy Practices regarding protected health information, the HIPAA Notice of Privacy Practices will control.

19. Website Information Is Educational

Information on the Restore Lab website is provided for general educational and informational purposes only.

Website content should not be interpreted as medical advice, diagnosis, treatment recommendation, or a guarantee that a specific service is appropriate for you.

You should consult with a qualified healthcare provider regarding medical conditions, diagnosis, treatment options, contraindications, and health concerns.

20. Third-Party Tools, Links, and Services

Restore Lab may use third-party vendors for website hosting, online booking, electronic forms, electronic medical records, payment processing, email communication, analytics, or other business functions.

Our website may also contain links to third-party websites or resources. Restore Lab is not responsible for third-party websites, third-party content, or third-party privacy practices.

Your use of third-party tools or websites may be subject to the terms and privacy policies of those third parties.

21. Payment Processing

Payments may be processed through third-party payment processors. By submitting payment information, you authorize Restore Lab and/or its payment processor to charge your selected payment method for the services, packages, memberships, deposits, fees, or other purchases you authorize.

Restore Lab does not control every aspect of third-party payment processing. Payment processors may have their own terms, privacy policies, security practices, and fees.

You are responsible for ensuring that your payment information is accurate and current.

22. Checks and Returned Payments

If Restore Lab accepts payment by check and a check is returned for insufficient funds or any other reason, you are responsible for the original amount due plus any bank fees, returned payment fees, collection costs, or other charges permitted by law.

Restore Lab may decline future check payments after a returned payment.

Restore Lab Terms and Conditions



23. Client Conduct

Restore Lab is committed to maintaining a professional, respectful, and safe environment.

We reserve the right to refuse service, discontinue care, or remove a client from the premises if the client engages in threatening, abusive, discriminatory, harassing, unsafe, intoxicated, disruptive, or inappropriate behavior.

24. Use of Website

You agree to use the Restore Lab website only for lawful purposes.

You may not:

- Attempt to gain unauthorized access to our systems.
- Interfere with website functionality.
- Use the website to transmit harmful code or spam.
- Copy, scrape, or misuse website content.
- Misrepresent your identity or information.
- Use the website in a way that violates applicable law or the rights of others.

25. Intellectual Property

All website content, text, images, graphics, logos, designs, service descriptions, videos, downloads, and other materials are owned by Restore Lab or used with permission, unless otherwise stated.

You may view and use website content for personal, non-commercial purposes only. You may not copy, reproduce, modify, distribute, or use Restore Lab content for commercial purposes without written permission.

26. Technology Limitations

Restore Lab makes reasonable efforts to maintain website and technology availability, but we do not guarantee that the website, booking system, forms, payment systems, or other technology will always be uninterrupted, secure, accurate, or error-free.

Restore Lab is not responsible for delays, outages, data loss, booking errors, payment processing issues, or other problems caused by third-party platforms, internet service providers, cybersecurity incidents, or events outside our reasonable control.

27. Limitation of Liability

To the fullest extent permitted by law, Restore Lab and its owners, employees, contractors, providers, representatives, and affiliates will not be liable for indirect, incidental, consequential, special, punitive, or exemplary damages arising from your use of our website, booking tools, communications, services, or products.

Restore Lab Terms and Conditions



Nothing in these Terms is intended to waive rights that cannot be waived under applicable law or to limit liability where limitation is not permitted by law.

28. Assumption of Risk

You understand that all wellness and recovery services involve some level of individual risk, including the possibility of temporary discomfort, soreness, redness, fatigue, skin sensitivity, symptom flare-up, or other reactions depending on the service and your health status.

By receiving services, you acknowledge that you have provided accurate health information, had the opportunity to ask questions, and voluntarily choose to proceed with the selected service.

29. Indemnification

To the extent permitted by law, you agree to hold harmless Restore Lab and its owners, employees, contractors, providers, representatives, and affiliates from claims, damages, losses, liabilities, costs, or expenses arising from your misuse of the website, violation of these Terms, failure to provide accurate information, or unlawful conduct.

30. Changes to Services or Terms

Restore Lab may update services, pricing, policies, website content, and these Terms from time to time.

The updated Terms will be posted on our website with a revised effective date. Your continued use of our website, booking system, or services after changes are posted means you accept the updated Terms.

31. Governing Law

These Terms are governed by the laws of the State of Wyoming, without regard to conflict-of-law principles.

Any dispute relating to these Terms, the website, payment, or services will be handled in accordance with applicable Wyoming law and any applicable federal law.

32. Severability

If any part of these Terms is found to be invalid or unenforceable, the remaining sections will remain in effect to the fullest extent permitted by law.

33. Entire Agreement

These Terms, together with any signed consent forms, intake forms, package or membership terms, Privacy Policy, HIPAA Notice of Privacy Practices, and written service-specific agreements, constitute the agreement between you and Restore Lab regarding use of the website and services.

34. Contact Us

Questions about these Terms may be directed to:

Restore Lab Terms and Conditions

Restore Lab, LLC
Telephone Road, Cheyenne, WY 82009

Phone: 307-365-9971
Email: info@restorelabllc.com
Website: restorelabllc.com



11008