

Guarantee Policy

We guarantee that in the unlikely event that you are not 100% happy with your new hair style, let us know within 7 days and we will refund your money or re-do the service absolutely free!

The Terms and Conditions surrounding this policy include:

- It is at the managers discretion as to if the client is genuinely unhappy or is just trying to get a refund.
- We re-do first and then if the client is still not happy we then look at a refund but it must be approved by the owner on a case by case basis.
- A client that has had a change of mind from the initial consultation is not entitled to claim on either part of the guarantee.

Example: a client comes in with blonde hair and wants to go brown all over, loves it when she leaves. Then a few days later she comes back saying she hates it because her friend told her it didn't suit her and she wants to go back blonde, that is not our fault. If it is suitable to perform the service then we can do it, but the client is to be charged for it and told this before the service commences.

- A client that has refused to use the recommended shampoo and conditioner to maintain their colour cannot claim on the guarantee.

Example: A blonde client has a beautiful ash blonde and two weeks later complains about it being brassy again but has not been using what we recommended her to use to maintain it. You are not to retone or do any other services for free as she has not followed the recommendations.

- If the stylist has performed a service incorrectly or there is any issue with the result not being the desired result that was discussed then that service is to be redone free of charge. The client still pays for the initial service but not for the redo.
- The client is NOT to be refunded just because they say they want a refund.
- The client must come into the salon in person to show the stylist or the manager what the issue is. It cannot be sorted out over the phone or Facebook.

If the client does return to the salon with a genuine complaint, you need to make them feel understood and cared for so that they want to return after the redo.

Please follow the Dealing with a Complaint Procedure.