



CORRECTION POLICY:

Our thorough consultation procedures are scheduled to allow you plenty of time to communicate your desires and expectations to our salon professionals to ensure a favorable service outcome. All service sales are final but we would be happy to offer you a complimentary service correction, however the correction must be performed within seven days of the original service date. Should your outcome not meet your expectations please contact the salon location manager so the correction service may be scheduled.

CANCELLATION POLICY:

We respectfully request at least 24 hours' advanced notice for cancellations. We know how easy it is to forget an appointment you booked months ago, which is why we confirm appointments 48 hours in advance and ask for a credit card on file to hold the appointment.

Please be aware of the following:

- Cancellations with less than 24 hours' notice are subject to a charge equal to 50% of the reserved service amount
- Total "NO SHOWS" will be charged 100% of the reserved service amount
- Appointments made within the 24 hour period must give notice of cancellation at least 4 hours' prior to the appointment. Those cancelled with less than 4 hours' notice will be subject to a charge equal to 50% of the reserved service amount

PRODUCT RETURN/EXCHANGE POLICY:

It is our pleasure to provide you with a refund or exchange within seven days of purchase if the product remains unopened, sealed and unused. If the item has been opened and used we will then offer you an exchange for a product that is better suited for you. All makeup products are non refundable as well as hairbrushes and hot tools.

If you'd like to test a product prior to committing to a purchase, please ask and we'll be happy to demonstrate its use, answer any questions you have, and provide you with a sample.