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### **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:**

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services they need. We ask that all new and current guests supply a credit card to have on our files. All cards on file are added to the system via a secure electronic process that ensures the information is encrypted and remains secure. In the event that we do not receive the required notice for adjustments and cancellations the following fees will be applied to your card or alternatively billed out to you:

**Notification given at least 24 hours prior to your appointment will receive no charges.**

**Notification given less than 24 hour prior to appointment time will result in a 50% service.**

**Failure to show up for your appointment will result in a 100% charge 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.