

GENERAL POLICY

The stylist can not be held responsible for any adverse effects or for less than desired results, but the client may request for a strand or patch test beforehand (when applicable for color/chemical processes) . The client must understand the price is non-refundable. If service(s) performed are not to the client's satisfaction, the client has the option of notifying the stylist within 10 days of the service date and schedule an additional appointment. Client must also understand hair may feel dry, brittle, or mushy with the chance of breakage and that there will be more maintenance involving the care of her hair afterwards such as deep conditioning treatments and more use of professional products.

Our stylists are exempt from any satisfaction guarantees offered as each individual's hair may have very different results on different types/colors of hair as well as hair types/textures.