

CUSTOMER POLICY AND HAIR CARE GUIDELINES FOR HAIR EXTENSIONS

- ❖ All hair extension techniques are safe for all textures of natural or chemically treated hair. However, wearing hair extensions too tight or wearing the same set of extensions beyond the recommended period of time **could** result in hair breakage or possible hair loss._____
- ❖ A free consultation is provided for you prior to your initial appointment date. This will enable you to select the service and style of your choice, have your hair and scalp analyzed and also discuss pricing.
- ❖ My time is valuable. If you do not show for your appointment, that causes me to lose business from another customer who could have been scheduled in your place. Therefore, a minimum deposit is due when you schedule your appointment. The deposit will be deducted from the total cost of service that will be provided. This deposit is **NON-REFUNDABLE**. All services are to be paid in cash.
- ❖ Micro-braids and all other individual braid styles worn should not exceed a three-month period. For most beneficial and healthier results a touch up or takedown is required every 4-6 weeks. Starting touchup fee includes up to three rows. There will be an additional fee for any additional rows needed or requested. (This will need to be discussed before each service is provided.)
- ❖ A 24 hr. notice is required for all cancellations. Customers who do not cancel their appointments within specified time frame will forfeit their deposit and will be allowed to reschedule their appointment and leave a new deposit to reserve their time._____
- ❖ Customers who provide notice within the required time frame will be allowed to reschedule their appointment within 14 days before the original deposit is forfeited and a new deposit is required.
- ❖ If you see that you are running late please call 1 hour prior to appointment time. If you are 30 min. late or more, your appointment **could** be rescheduled and/or charged a \$25 late fee._____
- ❖ There are no accommodations for children, friends, or pets; please make arrangement for them on your appointment date. If you don't. Your deposit will be forfeited and you will need to reschedule and be required to submit a new deposit._____
- ❖ You will be sitting for a long period of time; remember to wear comfortable clothes. You are welcome to bring snacks, books, ect., to occupy your time.
- ❖ No service will be started if the hair and scalp show signs of skin breakage, inflammatory scalp conditions, head lice or any other noticeable scalp diseases.
- ❖ Once services have been provided, it is the clients responsibility to care for and maintain their new hair style. Longevity of the style is based on the clients following both verbal and written instructions provided at the time of their appointment. You will be given a grace period of up to five days to return, free of charge, to correct any problems, slippage or fall out. NATURAL ILLUSIONS have the final say if the braids had actually fallen out or were taken down. The client, for the final analysis, must bring in braids that have fallen out or slipped. Should you choose not to do so, NATURAL ILLUSIONS can not be held responsible for any potential damages._____
- ❖ Any extra services requested after initial service is complete will require a fee._____
- ❖ Even though NATURAL ILLUSIONS does not endorse any specific products, your hair must be shampooed, oiled, and conditioned on a regular basis. You must maintain the care of your hair.
- ❖ The quality of the hair that you purchase for extensions will play a major part in the end results. Although synthetic hair can be used when receiving hair extensions, human hair should be purchased for better results and ultimate satisfaction.
- ❖ If you experience any kind of prolonged discomfort from any hair extension service, please contact NATURAL ILLUSIONS as soon as possible, but remember that you may experience some tightness on the scalp for the first 2-4 days. This is considered normal.
- ❖ **NO SERVICES WILL BE PROVIDED ON A CREDIT BASIS.**

After reading and understanding the above information, please sign and date below.

Name _____ Date _____