

This policy is to insure that our staff are given adequate time to find a replacement for your time slot being canceled and to be courteous to other clients who may be on a waiting list.

Please Note Our Cancellation policy: If you must cancel or change, we need a 24-hour's notice prior any weekdays appointments and 48-hours' notice prior to weekends appointments.

Chemical service booking policy

To secure your hair chemical service appointment, we require a credit card in your file. In the event that the appointment needs to be cancelled or rescheduled, we require a 24-hour's notice prior any weekdays appointments and 48-hours' notice prior to weekends appointments, otherwise 50% of the service price will be charge to the card.

Unhappy with your service?

Please note that **we do not offer refunds on services rendered**, however we will do everything in our power to correct any issues and be sure you are happy with your service. You can get your redo service with your original designer, or you may feel more comfortable with a different designer. Either way, we want you to feel free communicating with us within 7 days of your original appointment.

Series/ Memberships/ Packages

- All series, packages and memberships are non-refundable and non-transferable
- Numbered series may only be shared with a family member.
- All series and packages have a 1 year expiry date from date of purchase

PRODUCT EXCHANGE & RETURNS

We accept gently used products to return or exchange within 30 days of purchase date. Please note our makeup lines and brushes are excluded.