

# Refund and Cancellation Policy

## 1.

### Booking and Deposit

- After your consultation, if you are happy to proceed, your acceptance of the terms (by signature or written confirmation) will create a binding contract.
- Once the hair is ordered, this portion of your payment becomes non-refundable, as it is paid out immediately to suppliers.
- Please note: The deposit amount stated in your contract does not necessarily reflect the full cost of the hair.
- If you wish to cancel, please contact me. An amended contract amount (reflecting unrecoverable costs) will be provided. If this is not paid, any manufactured hairpiece and deposit will become the property of Laura's Luscious Locks.
- Stock items: A deposit on stock items can be moved to another item/ refunded prior to fitting/ amendments only

## 2.

### Changes to Hairpiece or Custom Work

- If you wish to request any tweaks to your hairpiece after your order is placed (e.g. colour changes or added customisations), please get in touch as soon as possible. While not guaranteed, I will check whether changes are still possible.
- Additional costs may apply for extra work (e.g. root stretch or colouring).

## 3.

### Cancellation Before Fitting

- If you decide not to proceed with the installation after the hair has been ordered but before it is fitted, you may be eligible for a partial refund. Refund will be actioned after



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the piece is sold to another client only.

- Refundable elements include the installation/fitting service only, minus:
  - Any specialist materials already used
  - Payment processing fees (e.g. PayPal, SumUp)
  - Restocking fee of £85
- Please contact me to clarify the amount refundable in your case.

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## Post-Installation Policy and Warranty

- Once the hair has been fitted/ cut to your style, no refunds will be issued as the piece is deemed as accepted. Unless a manufacturing fault is established by Laura's Luscious Locks. Colour, style, density and texture etc are not classed as faults.
- Additional changes outside the contract may be chargeable. Any services to your bio hair to match the hairpiece is chargeable.
- If you have concerns about your clip on hairpiece after taking posession/ delivery of supply only pieces, you must contact me directly within 7 days at [lauraslusciouslocks@gmail.com](mailto:lauraslusciouslocks@gmail.com). I will assess the best course of action and work with you to resolve the issue, where appropriate.
- The warranty is conditional upon correct aftercare being followed (as outlined in your aftercare documents).
- Seeking services from another salon, undertaking changes yourself, without consulting me first will void your warranty, as I can no longer guarantee the condition of the original installation/ supplied piece.
- Stock items once fitted are non refundable. They are sold as seen.
- Installation and fitting. As the original installer, I have the right to inspect and rectify any concerns before external intervention. I also possess specific knowledge about your installation/ supply piece, which other stylists do not. For installation concerns you must contact me within **48 hours** via whatsapp 07566243479, book the next appointment via the booking system at include info in the notes or email at



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- Additional aftercare advice or a maintenance appointment may be required to resolve certain issues.

### **If the Hair is Found to be Defective:**

- I reserve the right to fix, replace the hair at my discretion (like-for-like or with a more suitable product), this does not include cases where you have 'changed your mind' or don't like the product specification you chose.
- In this case, the original hair will become the property of Laura's Luscious Locks for testing and quality assessment purposes.

### **If I Am Unable to Resolve the Issue:**

- I will seek professional advice and/or refer you to a trusted specialist salon for further support.

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## ✓ Summary of Client Responsibilities

- Ensure you understand and accept these terms before proceeding.
- Contact me directly with any issues with 48 hours or 7 days **and** before going to another salon.
- Follow all provided aftercare instructions.
- Understand that hair costs are non-refundable once ordered.
- Know that installation services are non-refundable once complete.

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## ✓ Final Notes

- These terms do not affect your statutory rights.
- If you have any questions about your contract, refund eligibility, or the services, please contact me before booking.



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