

Deliveries – Returns – Refunds

Deliveries

- * We do not deliver actual goods.
- * Online sales will be available for collection in 3 to 5 working days.
- * Vouchers are delivered via email with in 48 hours of payment.

Returns & Refunds

- * Email vouchers are non-returnable
- * Products can be returned to the salon if faulty or damaged on collection and an exchange will be arranged.
- * Used, non-faulted products, cannot be returned, refunded, or exchanged.
- * Faulted tools and equipment can be returned if not misused or damaged due to negligent use. A refund will be given if the item cannot be replaced or an alternative is not available to source. (We always recommend completing the warranty with your purchase for electrical goods)
- * Hair services will only be refunded if they cannot be rectified (free of charge) No refunds or free of charge subsequent treatments will be offered if:
 - * you have simply changed your mind
 - * exceeded 4 weeks of initial treatment
 - * agreed to outcome of initial treatment consultation
 - * you have not divulged the full history of treatments
 - * you have visited another salon since initial treatment
 - * you have tried to rectify yourself

Management reserves the right to discretion and final decision. All contributing factors will be taken into consideration and consulted before final decision is made.