



# Our Promise ~ Terms & Conditions

## Our Promise

- 1) To give 'one to one' support to the client's needs in a private environment.
- 2) Provide a full complimentary consultation without any commitment. This allows you time to discuss options with friends, family or loved ones before committing to the product, this also allows time to digest information and time to consider your own research if needed.
- 3) We will give provide full costings before you make your decision, this transparency is key as we explore many avenues to gain information to achieve your desired look.
- 4) To help maintain the wig for as long as you have it. Carrying out repairs, change of style, refresh of colour, new clips all at no extra cost. We will also provide a washing service for the wig every 20weeks as well as new elastic when needed.
- 5) To help maintain your own existing hair or scalp. This complimentary treatment includes cutting, styling, colouring or scalp treatments so that we can keep an eye on progress every 20 weeks if needed.
- 6) We endeavour to do the best we possibly can to satisfy your needs, requirement and manage your expectations. If you are not completely satisfied please get in touch within 24 hours of picking up your wig and we will endeavour to answer and change the requirement with immediate effect as best as we can.
- 7) Please allow 1 - 2 hours for fitting to make sure everything is 100% when the piece is completed. We always guarantee a perfect fit.

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- 1) Please be aware that Wigs, Extensions & Hair Pieces cannot be exchanged or refunded for Health and Safety reasons unless faulty. All faulty items will need to be returned to the supplier. The process can take up to 28 days for a response, once deemed faulty a full refund will be credited.
- 2) Please ensure you are satisfied with your purchase before you leave the salon as products are non refundable.
- 3) Please ensure that you are satisfied with your consultation before ordering a custom made piece. Orders cannot be changed or money refunded as the piece has been made to measure.
- 4) Please make sure you are satisfied on collection of your piece as nothing can be changed or altered on leaving the salon. This is why we give a full consultation on collection of your piece to make sure you are 100% happy and the fit is perfect before you leave the salon. If you want to make further alterations further fees will apply.

Director Bou Hair Ltd TA / The Wig and Hair Clinic Taunton .