

Consultation Form and Contract

Please read through all of the following information. This forms the contract and scope of works for your Luscious Locks. Please fill in the consultation information accurately so the correct service can be recommended to you.

Legal name
Address

Date of birth
Today's date

Age

Phone number:

Email address:

Current list of medication and medical history

Do you suffer from hair-loss? Y N. Have you seen a trichologist or medical professional? Y N
If Yes please provide details.

Disclaimer -Any contra-indications overridden. Any details here you are accepting the service against warning and accepting the risks and full responsibility.

Type of service agreed
Details of hair, length etc.

Cost of service
Date of fitting

Re-fits required 6 weekly or 7 weekly and cost (to be paid at the time of re-fit app unless on monthly plan)



I strive to provide a dedicated and honest service. If at any time you have any questions after the install, once you are at home which isn't covered in this document then please get in touch in the first instance. Any service issues such as slipping will be apparent within 24 hours. There is a protocol of aftercare and resolution that I must go through to resolve any queries. If you choose to have any work done by another professional or to remove your extensions or hair system yourself, you will invalidate any warranty and refund (see policy for details)

I Confirm I have read and agree to the Consultation and Contract, received and will follow the info titled 'before your fitting', 'aftercare' and 'refund policy' information received (pages 1-7)

Name

Date

Signed

Additional notes

Additional notes as part of your service



Before your fitting

Please come to your fitting appointment with clean hair, wash it with shampoo only (avoid moisturising varieties) and do not use conditioner. To install extensions using tape or micro beads, your hair needs to be without any oil or moisture as these will cause slipping. If you are dying your hair before the appointment please do this at least a couple of days before and wash your hair again as directed above.

If you have any existing extensions fitted by another installer please let me know. Removal fee will be charged (dependant on how long it takes) but also this could jeopardise your fitting as your hair will not be in a washed and clean condition.



Aftercare

To get the best out of your hair it is imperative that you follow the aftercare below. One of the conditions for warranty to be upheld is that Laura's Luscious Locks recommendations must be followed.

After your initial install do not wash your hair for at least 72 hours allow the installation to settle and adhere. Laura's Luscious Locks specialist Shampoo and Conditioner must be used along with recommended hair styling products as directed.

Basic Recommendations

You must sleep with your hair tied up loosely, if your hair is untied it can pull out your installation and damage your bio hair, a silk/satin pillowcase, bonnet and scrunchie is also recommended. When brushing, start at the bottom and work your way up in sections and holding your hair at the roots to stabilise. Tie your hair up when doing any sports and sleeping in a plait and bun. Be careful not to pull your hair as it can damage your biological hair and cause slipping. Do not use any conditioner or hair oil near the scalp area as this will cause your extensions to slip. Make sure you dry your hair and extensions thoroughly on a low heat setting with a hair dryer- do not leave to air dry. Use styling tools on the lowest setting possible to attain your style and use heat protector spray. Excess heat will damage your extensions and can change the condition -ie your bone straight extensions can become frizzy.

Washing The Hair

We recommend that you should wash your extension hair no more than 2 times per week with Shampoo and conditioner available to purchase through Laura's Luscious Locks or products from our recommended list. If your biological hair that is left out of the extensions is greasy then please tie up the extension hair and spot wash your bio hair. Take care not to wet the extensions and make sure it is dried with a hairdryer on a cool setting.

Before washing you should de-tangle the hair from ends to root using a gentle brush such as a Tangle Teezer. Wash the hair in an upright position using my recommended products in lukewarm water, ensuring that you do not massage vigorously or twist the hair. Massage the shampoo gently into the scalp and over bonded areas letting the suds run through the lengths of the hair.

Ensure conditioner is only on the middle and ends of the hair - avoid putting product on the root area and areas where extensions are attached, making sure to rinse thoroughly to avoid any build-up. This can lead to beads slipping and is a charged service for re-fitting.

After washing, avoid rolling or rubbing the hair, instead gently squeeze out the excess water and pat dry with a towel. Apply Hair Extension Oil to damp hair, starting at the tips gently rub the oil into the hair moving upwards, avoiding the bonded areas at the roots.



Aftercare

Gently blow dry the hair using a cold setting to begin with, this avoids any problems with the bonds softening or rings corroding, then proceed to blow dry the hair as normal on a low setting.

Daily Maintenance

It is important to use a professional extension brush or a tangle teezer when brushing the hair, which has been designed specifically for all types of hair extensions. You should always start to brush your hair from the bottom then slowly move up towards the top of the head to the root area.

When it comes to sleeping, avoid going to sleep with wet hair - always make sure your extensions are completely dry to avoid any potential problems occurring.

I suggest putting your hair into a loose ponytail or plait before bed which helps to prevent the hair from tangling or matting. Also sleeping on a silk or satin pillow can help keep the hair from tangling.

Colouring

Only 100% human hair extensions can be coloured. Bearing in mind that the hair extensions have already been through a chemical process, it is at your own risk if you decide to dye them as it may affect the hair condition. For this reason, it's a good idea to dye your hair before getting hair extensions installed, and having the hair colour matched to your desired colour. Colouring your extensions yourself will invalidate any warranty. Please seek my advice if you are wanting to do this. If you colour yourself, your warranty will become void,

Those with hair extensions in beautiful ash colour shades can be maintained throughout wear with silver shade or purple toning products to maintain the colour tone, otherwise fading may occur, these are used at the users own risk.

Swimming

Hair extensions are not recommended for use in chlorinated water, salt water, and hard water with a high mineral content, or in hotter climates than normally accustomed to as damage or discolouration can occur. Swimming in the sea or pool with your extensions will invalidate your warranty.

For avid swimmers and summer holiday pool dips, there are products such as Malibu C Hard Water or Malibu C Swimmers which can rectify the discolouration should occur. We do not guarantee that these products will work every time, so it's best to prepare the extension hair by coating it in a watered down conditioner, avoiding the bonded areas and tying the hair up securely to avoid chlorine contamination and tangling. We advise to wash thoroughly afterwards and to apply a generous amount of conditioner to the lengths and ends.



Aftercare

Specialist Hair Extension Products and Maintenance

I recommend only using products that are specifically designed for hair extensions as other types may cause damage to the bond or hair itself. It is always best to use the recommended aftercare products, which includes products such as Shampoo, Conditioner, Hair Oil and Miracle Mist that are sulphate free. Any hair oil or products being sold by UK hair extension supplier are generally deemed as safe to use.

Keep your hair looking gorgeous by taking good care of it and attending your regular maintenance appointments. When you're ready to have your extensions removed, please book an appointment for removal to avoid damage to your own hair and scalp.

Maintenance appointments must be booked as recommended on your service contract. Any issues with matting, slipping or fast growth, a charged maintenance appointment should be booked in as soon as possible. Non-attendance of your maintenance appointments may affect the integrity of your install and products/ fitting durations and are not the responsibility of Laura's Luscious Locks for non-attendance in the recommended timeframe. If you pay for your re-fits/re-alignment on a monthly plan, any extra maintenance will be due at your appointment and are not included in your plan.



Refund / Cancellation Policy

After your consultation, if you are happy to proceed with the recommended services, understood and signed the documents your contract is binding. The hair will be ordered. Once the hair is ordered this part cannot be changed and is not refundable as I have to pay this part out at the time of ordering (70% of the contract amount) If you want to enquire to whether a tweak can be made to your hair, please get in touch ASAP, this may not be possible but I will look into the options available, if additional work needs to be done ie a root stretch dyed on the hair, there may be an additional cost for this.

If you change your mind about the installation being done at all, the maximum refund will be 30% (the non-hair portion) any specialist materials or payment fees incurred such as PayPal, SumUp card reader etc will be deducted from the refund amount. This includes clients opting in to the Pay monthly Price Plan. Any discount for opting into the plan will be lost and the full price will be charged. The monthly payment will be cancelled once all the terms of this policy are paid.

Post installation, if you have any queries that aren't covered in these documents, please contact me. I will ascertain the best course of action and we will work together to resolve these. The above aftercare must have been followed. If you seek the services of another salon and undergo any of their services, then I cannot guarantee your install hasn't been compromised- your warranty will be void. As an installer I have the right to rectify any of my work first and I have inside knowledge about your install that no-one else has. There may be extra aftercare that I recommend and/or a maintenance appointment with me that is needed. If the hair itself is defective then I have the right to replace it, like for like or re-fit with a more suitable product. No refunds will be given for your service after the fitting appointment is complete. If your hair is replaced, the original hair will become my property to allow for testing. If I cannot resolve your query then I will seek advice or recommend a named specialist salon to you.

Pay Monthly Terms and Conditions

The pay monthly option has been offered to help clients manage the costs of their installation and includes a 10% discount on the re-fit/ re-alignment services for the first year. After this year Laura's Luscious Locks has the right to amend the costs of services, but this will not be changed during your 12 months subscription. The contract length is 12 months and payments will be taken each month, if you wish to cancel your contract within this period there will be a cancellation fee. The Cancellation fee will be calculated at 3 months of your monthly amount, plus the discount you received. If your package was also included in the pay monthly, this will also be in the calculation. For example. Tiara package at £240, the £45/month refit package your cancellation fee will be £150 - this includes your forfeit 10% discount. If you also paid monthly for package, after your 50% deposit you would repay the above plus £120 bringing your total to £270. Please email lauraslusciouslocks@gmail.com for your calculation. You will either be able to clear your cancellation fee with a credit/ debit card or continue to pay monthly until the amount is paid. Please do not cancel your direct debit until you have contacted me to avoid any court action to recover the debt.

