**Agreement**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Code of Conduct:

**Our team is always seeking the best and latest hair, color and technologies to make sure you get the best product and service. Each batch of hair is tested for months and, we only use the same few donors.**  We welcome you with politeness and professionalism and respect it in return. In support of this we do not offer responses to rude or aggressive communication. **For inquiries, consults concerning hair, an in salon consult is required which is booked online. Discussions about hair over text/call is not communicated.**

**You are not bound to keep using our services. This is more to cover our butts from scammers and to ensure it is understood that this type of extension has to be serviced every 2 months or loss of hair may occur. Natural shedding of the hair will occur as we all lose 70-120 hair per day. So there is a small bit of hair on the floor after just from natural shedding so long rules are followed in the following and in the hair bible located on the website.**

Our number one policy is about keeping the hair and scalp healthy. This is why a two month check up is the main policy.

## LIABILITY & INDEMNITY:

**We require a read over our, “How To Guide” on our website at** [**www.jesstensions.com**](http://www.jesstensions.com)or available on Kindle or Amazon. Your extensionist should provide you with instructions and is their duty along with your due diligence to read over the instructions manual.

Please note we are always learning, growing and open to suggestions to improve. If you disagree with anything and are unhappy with your service, we welcome any feedback over the phone or face to face rather than spreading to others without letting us evolve to help make our extensions better for customers.

**JESSTENSIONS may not be colored,** permed or uninstalled without a licensed JESSTENSIONS professional. Failure to communicate with your extensionist may result in the ending of the agreement to be continued with the customer.

JESSTENSIONS has their own policies in place to ensure optimal hair health. All types of different ‘rules’. For example, tapes are usually done every month. Nano has to be done every two.

Extra charges will apply if the **2 month touch** up mark goes over and if there is matting, your appointment may entail only removing the matts and may have to be booked a separate day for install for a waiting time depending on how booked the stylist is. Removal of bonds/matting should you go over the 2 month mark is typically $100/hour and will only get one chance as integrity of the hair is our number one policy.

JESSTENSIONS should be brushed with a **FRAMAR or WETbrush** for extensions and, is recommended to only use products suggested by a professional extensionist. Failure to do could result in a shortened life span of hair or hair loss. **Conditioners, serums, glycerine based products should not be placed at the bonds.**

**Hair should be braided when sleeping** with routine trims every **6-8 weeks.** Applied heat should be a on a very low setting if any. A Dyson hair wrap, pin curls or rollers are best. If using heat, a heat spray has to be used to keep hair healthiest. **A new good quality blow dryer is very important. Styling creams and oils are a must on the ends as well as cream mists for the hair.**

JESSTENSIONS will not cut matting should you come back after 4-5 months and, wil be subject to be referred elsewhere as we require **pre-booking for 2 months.**

I have looked over the, “Hair Extensions Guide” via Kindle from the JESSTENSIONS website or had the extensions educate me and understand how to take care of my extensions.

# I acknowledge and agree:

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# Deposits and Refunds:

1. **Deposits are 100% non-refundable.** Hair is a product of hygiene. All batches are tested for months prior to selling to customers.
2. Once the service has been completed there are no refunds on any aspects on the services or purchased product. IF the client is unhappy- they must let the salon know within 3 days and back in within two weeks to discuss or fixed. Any tightness is imminent in the first few days and usually in the sitting where your stylist will ask if you want anything loosened and is your duty to communicate.
3. Cancellations and changes must be made withing 48 hours or the full fee remains.
4. We require two pieces of ID when purchasing hair for installation of extensions by credit card.
5. Hair must be maintained with professional products.
6. Heat and bleaches or colors must NOT be applied near bonds. Make sure hot irons are kept well away from scalp and bonds as this will loosen them. Hair should never be wet or damp when going to bed.
7. Thick moisturizing conditioners and serums are best. Use caution with purple conditioner. It should be used only once every 2 weeks. Purple shampoo can dull the hair, is drying and not recommended. Shampoo and condition in a downward motion and in between bonds at the scalp. Be sure to brush frequently at the bonds as well.

I acknowledge and agree: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RETURN POLICY**

Hair is classified as a hygienic product and we do not accept return(s) of hair extensions and pieces. As certified professional Red Seal Stylists, Cosmetologists and Teachers, we take sanitation, public safety and hygiene seriously.

I acknowledge and agree: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# PHOTO RELEASE:

I give \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Salon permission to use pictures and videos for advertisement or website. With face\_\_\_\_ Without face\_\_\_\_ Neither\_\_\_\_

I agree and acknowledge:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sign:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Extensionist Witness Sign:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_