



termsandconditions

Payment Methods

We accept Visa, Debit, Master Cards and Cash

Service Guarantee

We want you to be happy and satisfied with our services. Therefore, we do ask that you call us within 7 days of your service(s) for any change that you require. We do not offer refunds on our services, but we are happy for the opportunity to make things right for you. If at any time you feel that you would like to try the services of a different designer, then we support and recommend that you do so.

Product Guarantee

We offer full exchange on all our product services. It is important to us that you have the correct product for your use at home, we want you to have exactly what works for you; we do not wish to add to the product graveyard that exists under many bathroom sinks. We encourage you to bring back any product that you are not satisfied with within 7 days and we will replace it with something that better suits your needs.

Returns are accepted on all hair care products and will be given full exchange credit toward the purchase of another product.

Returns on hairdryers, flat-irons, curling tongs and all other electrical products must occur within 14 days of the original purchase date. Returned items must consist of all packaging and be in their original condition.

We cannot offer returns or exchanges on hair accessories such as clips, brushes, combs etc. sales of these items are final.

Appointments

We recommend that you make all appointments in advance to ensure stylist availability, as well as to secure the time that works best for your schedule.

Please arrive 10 minutes early for your scheduled appointment(s) in order to relax, browse style ideas and enjoy a refreshing drink from our drinks menu.

If you are late for your appointment, we may need to re-schedule your appointment or modify your service(s)

Cancellation Policy

If you miss your appointment without giving at least 48 hours notice your deposit (if paid) may be taken or if no deposit paid, your loyalty points may be deducted for the amount of your service(s) from your history Or

Failure not to show for an appointment may result in a full service charge being made for that service that was not attended. These fees will be expected to be paid prior to future visits. For your convenience, we provide a confirmation call 48 hours prior to your appointment. We ask that you keep us informed of any changes in your contact information.

Deposits

50% Deposits will be asked for large services over a 2 hour appointment time. Bridal services we require 50% non refundable deposit of the complete party on booking and full payment 8 weeks before the wedding

Gratuities

Gratuities are not included in services provided or gift certificate purchases. Gratuities are always appreciated and we thank you for your thoughtfulness. All tipping must be done in cash or card. All stylists have their own tip boxes at reception.

Guest policy

In the service area of the salon we can only accommodate those clients receiving services. We thank you for your cooperation in advance. Our goal is to provide each client with personalized individual attention. All guests are asked to wait in the reception area. In addition, we ask that all children (not receiving a service) remain supervised in the reception area for their safety.

Gift Certificates

Gift certificates are available for your gift giving convenience and are offered in any amount of £5 or more. Gift certificates do not include gratuities and are not redeemable for cash.

Disclaimer

All pricing is based on time and product used to perform each service. Pricing is subject to increase if additional time or product is needed to accommodate your particular hair needs. If you have any questions on specific pricing, then we urge you to ask your stylist for pricing prior to your service.

Colour Formulae

If you should need your customized colour formula at anytime we do offer the option of purchasing this information at a cost of £100. Our expertise is used to create our colour formulations and this expertise is derived from years of education and experience. These formulas are the property of Fusion Hair Salon.

Mobile phones

We ask that all cell phones be set to vibrate before entering the salon as a courtesy to other clients and our design team. We strive to provide a relaxing, private and undisturbed atmosphere at all times.