

## **Terms and Conditions**

Please ensure that you have read and understood the below information and that by proceeding you are agreeing to the terms and conditions of Sadie Bareham Hair Loss Specialist..

### **Products Sold Online**

- 1.a All orders/requests are an offer to purchase from Sadie Bareham Hair Loss Specialist. All offers will be accepted and dispatched once payment has been received.
- 1.b All requests are subject to availability. In the event that the service/product is no longer available Sadie Bareham Hair Loss Specialist will refund monies paid for service/product.
- 1.c Item dispatch time may vary subject to item availability.
- 1.d Delivery times may vary due to postal/courier delays. Sadie Bareham Hair Loss Specialist will provide proof of dispatch upon request along with the identity of Postal/ Courier Service used. Sadie Bareham Hair Loss Specialist are constricted by the terms and conditions of the postal/courier service and therefore can not be held responsible for the practices and services provided by both external agents.
- 1.e Sadie Bareham Hair Loss Specialist withold the right to cancel any bookings or purchases made and will refund the customer in full.

### **Orders, Prices and Payments**

- 2.a The onus is with the customer to ensure that all information and contact/ delivery information is correct upon confirmation of payment.
- 2.b Any Credit/Debit card payments made to us may be declined if the card is unauthorised to the customer or has insufficient funds available.
- 2.c Upon placing an order, customers understand that the product/service is subject to availability.
- 2.d Customers must understand that that advertised prices may fluctuate and are subject to change.
- 2.e All orders will only be dispatched only once payment has been received; Payment is your acknowledgement of your order, without payment you will not receive your products.
- 2.f Unless otherwise agreed with Hair Extensions Academy Ltd, prices will be as advertised on the website on the date of purchase.
- 2.g All customers have 7 days from the date of payment to cancel any orders or services in accordance with the Distance Selling Regulations.

### **Deposits**

- 3.a Sadie Bareham Hair Loss Specialist will endeavour to be flexible to the needs of clients needs and change appointments according to availability.
- 3.b A statutory £100 non-refundable deposit will be required when agreeing to buying any fitting or training services; Sadie Bareham Hair Loss Specialist will only consider a refund providing they can not uphold their agreement to the client.

### **Faulty Goods and/or Quality Issues**

- 4.a Sadie Bareham Hair Loss Specialist are only responsible for the value of goods provided and will not be held accountable for damage or injury costs or for incorrect application of the misuse of the products supplied to a 3rd party.
- 4.b If there is a fault or problem with the hair or products provided by Sadie Bareham Hair Loss Specialist, we will only accept the return of products to be tested within 1 month of purchase. The product must be returned within 7 days of the complaint being raised and must return in its entirety to allow Sadie Bareham Hair Loss Specialist to carry out the necessary investigations to establish if the product is indeed faulty or not.
- 4.c All results will be provided to the concerned party within 10 working days. If a product is confirmed to be of faulty quality the client may choose to have a replacement product or full refund.
- 4.d All customers are obliged to contact Sadie Bareham Hair Loss Specialist if they receive faulty goods or find that the product delivered not to be the product purchased. Any discrepancies must be addressed with Sadie Bareham Hair Loss Specialist and should be

corrected prior to the opening of packaging, so the product can be returned in its original saleable state.

**Fitting Service**

5.a If a client is unhappy or concerned with the service they are receiving or the product that Sadie Bareham Hair Loss Specialist are using, this should be raised during the service. Sadie Bareham Hair Loss Specialist will not accept liability once a client has left the appointment and the product has been applied.

**Consultations**

6.a Sadie Bareham Hair Loss Specialist will not apply hair extensions to any person that fails to attend a consultation; The consultation form must be read through thoroughly and any discrepancies raised at this time. the form should be signed and dated by way of agreement to terms and conditions of Sadie Bareham Hair Loss Specialist

6.b Sadie Bareham Hair Loss Specialist will not accept any responsibility for damage incurred by clients removing hair extensions themselves or getting a third party to.

**Pre-Care and After Care**

7.a All pre-Care and After Care advice will be explained and given during consultation. The onus lies completely with the customer to apply and maintain the advice given in between maintenance visits.

7.b Sadie Bareham Hair Loss Specialist have a unique aftercare range, exclusively designed to promote nourishment and maintain condition of all Human hair extensions sold by us. Sadie Bareham Hair Loss Specialist will therefore not be held accountable for any damage caused by using incorrect or neither of the recommended aftercare products.

7.c Sadie Bareham Hair Loss Specialist aftercare range, tools and products are intended for professional use only. Damage obtained by a 3rd party, whether it be a Hair Technician or Salon, is the sole responsibility of the practitioner as the client contract falls within their jurisdiction.

**Notices**

All Notices should be given to Hair Extensions Academy in writing. This should be directed to:

Sadie Bareham Hair Loss Specialist  
118 Connaught Avenue  
Frinton on sea  
Essex  
CO13 9AD