

# **Understated London SMALL PRINT.**

## **TERMS & CONDITIONS**

**FOR SERVICES & PRODUCTS PROVIDED BY RHE LONDON (HEREINAFTER, UNDERSTATED LONDON) AND THE CLIENT (HEREINAFTER, YOU).**

### **SERVICES PROVIDED**

**Understated London provides hair extension services and products. Details of which can be found on the website [www.rhelondon.com](http://www.rhelondon.com) & any associated booking platforms. Initial consultations are carried out in the RHE London salon, inside The Dolls.**

**Understated London confirms it has the appropriate insurance to carry out all services in its premises.**

**Understated London employs hair extension specialists, not necessarily hairdressers. If you require more than a basic cut, you may need to seek additional services to cut and blend your hair extensions.**

**Understated London reserves the right to refuse services if, in the reasonable opinion of Understated London, it believes that the service requested is not suitable.**

**Understated London cannot offer refunds on any of its maintenance services. This includes the application and/or removal of weaves, micro rings, keratin bonds, tapes & any combination of these services.**

**Understated London will rectify / modify any service within a reasonable time for any client with a reasonable concern about the durability of their hair extension service. You must contact Understated London immediately regarding any concerns.**

### **GET IN TOUCH**

**+44 7932 224 064**

**[greenwooddee@outlook.com](mailto:greenwooddee@outlook.com)**

## **BESPOKE SLAVIC HAIR**

**Understated London sources virgin Slavic hair and produces the raw material in the UK. RHE London uses only virgin hair for every bespoke piece. RHE London will only colour the hair only with the full consent of the client.**

**Understated London provides bespoke Slavic hair and retains 50% of the total hair price (not including service price) to start production. This 50% deposit is non-returnable once production has started.**

**The client reserves the right to a full refund seven days after purchase; provided no production has started on the bulks.**

## **AFTER CARE**

**Understated London is committed to providing safe hair extension application at all times. Each method carries some risk of damage to the natural hair.**

**Understated London uses safe and professional grade removal substances and tools to remove your hair extensions. Hair extensions will always be removed with care. You may experience some matting in the removal process.**

**Understated London will provide after-care guidelines for each available method. Damage can be minimised and or avoided when followed dutifully.**

**Understated London will rectify small unforeseen problems within a reasonable time period after application. Generally speaking, within a two-week period. After this time any work undertaken will be considered a new paid maintenance appointment.**

**You may experience a period of feeling uncomfortable immediately after your hair extensions are applied. This can last up to 72 hours. If you experience any unbearable pain / adverse reactions you should contact your stylist immediately.**