

Vyalie Beauty Bar policies

Welcome to Vyalié Beauty Bar, your one-stop destination for modern beauty and effortless style. To ensure the best experience for every client, we ask that you take a moment to review our salon and boutique policies below.

Hours of Operation

- **Monday – Thursday: 9:00 AM – 6:00 PM**
 - **Friday 8 AM - 5 PM**
 - **Saturday 8 AM- 3 PM**
 - **Closed on Sundays**
 - Please note: Each stylist may have different hours of availability. The **boutique will remain open during normal business hours.**
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Appointment & Booking Policy

- Appointments can be booked online, by phone, or in person.
 - A valid credit card will be required to secure your appointment with ½ service paid at time of booking appointment (this will be applied to final cost).
 - Please arrive on time. Clients arriving more than 10 minutes late may need to reschedule and will be subject to cancellation fees.
 - A **24-hour notice** is required for cancellations to avoid a fee.
 - **Cancellations made less than 24 hours in advance** will result in a fee equal to **50% of the scheduled service.**
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Cancellation & No-Show Policy

- Cancellations or rescheduling must be made at least 24 hours in advance.
 - Late cancellations less than 24 hours to appointment will incur a 50% service fee.
 - No-shows will be charged 100% of the scheduled service.
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Refund Policy

- All services and product sales are final.
 - We do not offer cash refunds. If you are unsatisfied with a service or product, please contact us within 3 business days to discuss possible store credit or service adjustment.
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Return & Exchange Policy for Boutique Apparel

- Return requests must be made within **7 days** of receiving your item by emailing: **customerservice@vyaliebeautybar.com**
 - Items must be in **original condition**: unwashed, no stains, no odors, tags attached.
 - Customers are responsible for return shipping costs.
 - Upon inspection and approval, **store credit** will be issued via a unique code (excluding original shipping and tax).
 - Store credit can be used toward new purchases, with taxes and shipping applied at checkout.
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Service Redo Policy

- If you are not satisfied with your hair service, please contact us within **3 business days**.
 - We will assess and offer a one-time complimentary adjustment with the original stylist.
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Shipping Policy

- Orders placed **Monday through Saturday by 3 PM EST** will ship **the same day**.
 - Orders placed on **Sundays** will be processed and shipped on the following **Monday**, excluding holidays.
 - Shipping times may vary depending on location and carrier delays.
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Children & Guest Policy

- Due to limited space and to ensure a relaxing environment, we kindly ask that clients do not bring additional guests or children to appointments unless they are also receiving a service.
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Product Purchase Policy

- All beauty and hair care product sales are **final** unless defective.
 - Defective products may be exchanged within 7 days with proof of purchase.
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Privacy & Consent Policy

- We respect your privacy. Client information is confidential and securely stored.
 - We occasionally take before/after photos for marketing purposes. Clients can opt out by informing their stylist.
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Health & Safety Policy

- If you are experiencing any symptoms of illness, please reschedule your appointment.
 - We maintain high sanitation standards and appreciate your cooperation in keeping our space clean and safe.
 - We kindly request all guests use hand sanitizer upon entering the salon or boutique.
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Code of Conduct

- All clients and staff are expected to treat one another with respect.
 - We reserve the right to refuse service to anyone displaying inappropriate or disrespectful behavior.
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Complaint Policy

- At Vyalie Beauty Bar, we value your feedback and aim to ensure your satisfaction.
- If you have a concern or complaint about a service or product, please email **customerservice@vyaliebeautybar.com** within **3 business days** of your appointment or purchase.
- We will review your concern promptly and follow up within 2 business days to work toward a fair resolution.

Thank you for choosing Vyalie Beauty Bar. We can't wait to serve you!

Questions? Contact us at **customerservice@vyaliebeautybar.com**