

GORILLA HAIR REPAIR CLUB

Website Terms & Conditions, Returns Policy & Complaints Procedure

Last Updated: July 2024

1. INTRODUCTION

These Terms and Conditions govern your use of Gorilla Hair Repair Club's website, products and services.

By booking an appointment, purchasing products, placing an order, or using our website, you agree to be bound by these Terms and Conditions.

These Terms comply with the laws of England and Wales.

2. DEFINITIONS

"Gorilla Hair Repair Club", "we", "our", or "us" means Gorilla Hair Repair Club Ltd.

"Customer", "you", or "your" means any individual purchasing products or services from us.

"Hair System" includes both stock and bespoke/custom manufactured hair replacement systems.

"Maintenance Appointment" refers to any refit, service, removal, cleaning or reapplication appointment.

3. BOOKINGS

Appointments are only confirmed once booked through our booking system.

We reserve the right to refuse bookings where appropriate.

Late arrivals may result in shortened appointments or cancellation.

If you arrive more than 20 minutes late we may need to reschedule your appointment.

4. CANCELLATION POLICY

Appointments cancelled with less than 24 hours' notice will incur a no show fee

Failure to attend an appointment without notice ("No Show") may result in:

- Loss of appointment deposit
- Full appointment charge
- Future bookings requiring payment in advance

Repeated cancellations may result in refusal of future bookings.

5. DEPOSITS

Deposits are non-refundable except where:

- Gorilla Hair Repair Club cancels the appointment.
- We are unable to supply the agreed service.

Deposits may be transferred to another appointment where at least 48 hours notice is provided.

6. BESPOKE HAIR SYSTEMS

Custom manufactured hair systems are made specifically to your specifications.

Once manufacturing has commenced:

- Orders cannot be cancelled.
- No refunds can be given.
- No exchanges are available.

Minor variations in colour, density, wave, curl, ventilation or hair direction are considered normal due to the handmade manufacturing process.

Customers accept these natural tolerances.

7. STOCK HAIR SYSTEMS

Unused stock systems may be returned within 14 days where purchased online and where your legal cancellation rights apply.

The system must:

- be unused
- remain uncut
- not have protective films removed
- not have been fitted
- remain in original condition

Returned products failing these conditions may be rejected.

This does not affect your statutory rights.

8. HYGIENE POLICY

For hygiene reasons we cannot accept returns of:

- Opened adhesives
- Opened tapes
- Brushes
- Combs
- Hair care products
- Cosmetics
- Used maintenance products

unless faulty.

9. HAIR COLOUR

Hair colour may vary slightly due to:

- manufacturing batches
- lighting
- photography
- monitor settings
- oxidation
- washing
- UV exposure

This is not considered a manufacturing fault.

10. EXPECTED LIFESPAN

Hair systems are consumable products.

Expected lifespan varies depending upon:

- maintenance
- aftercare
- lifestyle
- swimming
- holidays
- UV exposure
- products used
- frequency of wear

We cannot guarantee a minimum lifespan, but our guidelines are 3 - 9 months

11. CUSTOMER RESPONSIBILITIES

Customers agree to:

- follow all aftercare advice
- use recommended products
- attend maintenance appointments
- report issues promptly
- disclose allergies
- disclose scalp conditions
- disclose medical treatments where relevant

Failure to do so may invalidate any goodwill support.

12. ALLERGIES

Some products contain:

- acrylic adhesives
- solvents
- alcohol
- latex-free bonding agents
- scalp preparation products

Patch testing is recommended and always carried out before fitting, typically at consultation

Gorilla Hair Repair Club accepts no responsibility for allergic reactions where products have been used without prior disclosure of known sensitivities.

13. MEDICAL CONDITIONS

Customers undergoing chemotherapy, radiotherapy or suffering medical hair loss should inform us before treatment.

Results may vary depending upon:

- medication
 - scalp condition
 - hair loss progression
 - skin sensitivity
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14. REFUNDS FOR SERVICES

Once a service has been completed satisfactorily it is non-refundable.

If you believe your service has not been completed with reasonable care and skill, please contact us within 7 days so we can inspect the issue and, where appropriate, offer a remedy consistent with your legal rights.

15. PRODUCT RETURNS

Faulty products should be reported within 14 days.

Where a product is genuinely faulty we may:

- repair
- replace
- refund

following inspection.

Damage caused by:

- misuse
- accidental damage
- incorrect maintenance
- third-party alterations
- improper storage

is not covered.

16. REFUND TIMES

Approved refunds are processed within 14 days using the original payment method.

17. GIFT CARDS

Gift cards:

- are non-refundable
 - cannot be exchanged for cash
 - remain valid until their expiry date
 - cannot be replaced if lost
-

18. SUBSCRIPTIONS (WHERE APPLICABLE)

Subscription payments are collected by Direct Debit.

Missed payments may result in:

- suspension of appointments
- suspension of membership benefits
- administration charges
- cancellation of membership

Accounts in arrears may be referred for debt recovery.

terms and conditions signed regarding subscription plans are binding and final.

19. FAILED DIRECT DEBITS

Where a Direct Debit fails:

- we will notify you
- payment must be made promptly

- repeated failures may result in suspension
 - outstanding balances remain payable
-

20. WARRANTIES

Hair systems are not supplied with a lifetime guarantee.

Natural shedding, fading and wear are expected characteristics.

Any manufacturing concerns should be reported immediately.

21. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Gorilla Hair Repair Club shall not be liable for:

- indirect loss
- consequential loss
- loss of earnings
- emotional distress
- dissatisfaction resulting from unrealistic expectations

Nothing within these Terms excludes liability for death, personal injury caused by negligence, fraud, or any rights that cannot legally be excluded.

22. COMPLAINTS PROCEDURE

We aim to resolve every complaint fairly and professionally.

Step One

Contact us within 7 days of the issue.

Provide:

- full name
- appointment date
- photographs where relevant
- detailed explanation

Step Two

A manager will investigate your complaint.

We may request:

- inspection of the hair system
- attendance at the salon
- further photographs

Step Three

We aim to acknowledge complaints within 5 working days.

Most complaints are resolved within 14 working days.

Where additional investigation is required we will keep you informed.

23. GOODWILL REMEDIES

Where appropriate we may offer:

- adjustment
- repair
- replacement
- complimentary maintenance
- partial refund
- full refund

The remedy offered will depend upon the individual circumstances.

24. CUSTOMER CONDUCT

We operate a zero tolerance policy towards:

- abusive behaviour
- threatening behaviour
- harassment
- discrimination
- violence

Customers engaging in such behaviour may be refused future service.

25. PHOTOGRAPHY

We may request before and after photographs.

Images will only be used for marketing where written consent has been obtained.

Customers may withdraw marketing consent at any time.

26. PRIVACY

Personal information is processed in accordance with our Privacy Policy and UK data protection legislation.

27. WEBSITE INFORMATION

Whilst every effort is made to ensure accuracy, product descriptions, colours and pricing may occasionally contain errors.

We reserve the right to correct errors without prior notice.

28. INTELLECTUAL PROPERTY

All Gorilla Hair Repair Club branding, logos, photographs, videos, training materials and written content remain the intellectual property of Gorilla Hair Repair Club.

No material may be reproduced without written permission.

29. GOVERNING LAW

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the English courts.

30. STATUTORY RIGHTS

Nothing within these Terms and Conditions limits or excludes any statutory rights available to consumers under applicable UK consumer protection legislation, including the Consumer Rights Act 2015 and related legislation.