

PROFILE HAIR DESIGN

.....simply great hairdressing!

26 GROVE ROAD EASTBOURNE EAST SUSSEX BN21 4TR TEL: 01323 728084

Business Terms & Conditions

The salon team will strive to ensure that your visit here is a pleasurable one that fulfils or hopefully exceeds your expectations. At Profile customer service is extremely important to us and we aim to make sure you leave us feeling happy with not only your hair but with the whole experience.

All the stylists at Profile are fully qualified and all charge differently according to their experience.

If your stylist is absent we will make every effort to contact you and offer you an alternative stylist or the opportunity to reschedule at your convenience.

If you decide to visit with a different stylist you would be charged at your original stylists rates.

Skin tests are required 48 hours before a colour service for any client new to the salon, regardless of whether they have had colour before elsewhere. This is mandatory for health & safety and insurance purposes. All existing clients need skin testing every 6 months.

Booking and cancellation policies are displayed in salon and can be found on our website. By making any booking you are agreeing to our terms and conditions. The salon owner may use their discretion in exceptional circumstances.

All offers at Profile are with appointed stylists and may be restricted to certain days and times.

Offers cannot be combined, are discounted against full price and may be withdrawn at any time.

Hair below shoulder length or with excessive thickness will incur extra charge.

Colour services are priced as a guide. We will need to carry out a complimentary consultation and any strand tests needed prior to booking certain colour services.

A quote will be given after necessary tests are carried out.

Profile does not offer a refund policy. Products may be exchanged if faulty or at the salon owners discretion. Electrical items carry a 1 year guarantee.

If a complaint should arise, it must be made to your stylist within a week of the service being carried out and referred to management for resolving.

We will make every effort to resolve any complaint to your satisfaction.

Wigs once purchased are non- refundable. Any issue with a wig must be referred to us within a week of purchase. It is extremely important that you follow care instructions for the wigs, especially the high heat range. If you use too high a heat you will damage your wig.

Gift vouchers are valid for 1 year from purchase and cannot be exchanged for cash value.

Profile cannot be held responsible for any loss or damage to your belongings unless they have failed to provide adequate protection.