

## Terms and conditions

### Deposits

A £50 Deposit is required for all services £100 and over. This is to secure and guarantee your appointment. This deposit is non-refundable within 24hours of your appointment.

### Cancellations and Re-scheduling

We kindly ask for 24hours notice to cancel or reschedule your appointment, this is so we can accommodate other customers who would also love to pay us a visit. If you do happen to cancel last minute, we will request a 50% non-refundable deposit to secure your next appointment.

### No shows

Forgot your appointment? Yes this happens! However, if you do fail to attend your appointment we will request full payment to secure your next visit.

Refund policies

### Services

All refunds on services are at management's discretion and your cause for request must be a valuable complaint. If you are unhappy with the final result of your hair this should be mentioned immediately so we can address the area of concern and rectify this whilst you are still present in the salon. If you feel uncomfortable addressing the issue in the salon please email us at [hello@cognitohair.co.uk](mailto:hello@cognitohair.co.uk) with subject Customer Complaint along with your name within 24 hours.

### Products

We do not give refunds on products that are not re-saleable.

All products recommended to you will be tried during your service prior to recommendation upon consultation. This is so you can see how the product works before purchase.

### Patch testing/allergic reactions.

All clients are required to have a skin test (where skin testing is appropriate) 48hr prior to their appointment. We have the right to refuse any client who has not had skin testing within the salon. If you have previously had a skin test with us and have not visited the salon within 3 months you will be asked to carry out another skin test for your safety.

In event of an allergic reaction during a skin test, please seek medical help.

### Gift Vouchers

Once issued, our vouchers can be used as full or part payment; the vouchers cannot be exchanged for cash. These vouchers have a 6 month expiry date from the date of issue and must be signed and dated by supplier for use.