

# Natural Roots Salon – Hair Extension Agreement & Consultation Form

Client Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Date: \_\_\_\_\_ Stylist: \_\_\_\_\_

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## 1. Purpose

This agreement outlines the terms, responsibilities, and maintenance expectations associated with receiving hair extension services at Natural Roots Salon. Please read carefully and sign to acknowledge understanding and consent.

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## 2. Nonrefundable Purchase Policy

- All hair extension purchases are final and nonrefundable.
  - Once hair has been ordered, it cannot be returned, exchanged, or refunded under any circumstances — including dissatisfaction with color, length, texture, or overall outcome.
  - Payment for the cost of hair must be made in full prior to ordering.
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## 3. Installation Policy

- The installation service fee is separate from the cost of the hair.
  - Stylists at Natural Roots Salon are trained and certified in professional extension installation techniques.
  - Once installed, extensions become the responsibility of the client.
  - Improper home care, product use, or maintenance neglect may cause tangling, shedding, or damage — and is not reflective of installation quality.
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## 4. Hair Quality & Manufacturer Responsibility

- Natural Roots Salon uses high-quality, professional-grade extension brands.
  - The salon is not the manufacturer of the hair and cannot guarantee the lifespan or performance of the hair itself.
  - In the rare event of a manufacturer defect, we will contact the company on your behalf to initiate a review or warranty process.
  - Refunds or replacements are determined solely by the manufacturer's investigation and policies.
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## **5. Maintenance & Home Care**

Proper maintenance is essential to the health of your hair and the longevity of your extensions.

Client agrees to:

- Use only professional, sulfate-free products recommended by the stylist.
- Avoid oils, heavy conditioners, or root sprays near attachment points.
- Brush gently using a recommended detangling or extension brush.
- Keep bonds or wefts dry for the first 48 hours after installation.
- Schedule maintenance appointments every 6–8 weeks (depending on method).
- Refrain from self-removal or tampering with extensions.

Failure to follow care instructions may result in damage or poor performance — which is not the responsibility of the salon or stylist.

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## **6. Removal**

- Removal must be performed by a trained stylist to prevent hair damage.
  - Removal fees are separate and will be discussed at your consultation.
  - Improper self-removal or neglect may cause breakage or hair loss.
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## **7. Acknowledgment & Release**

By signing below, you acknowledge and agree to the following:

- You have discussed and understand the method, cost, and maintenance requirements of your hair extensions.
- You understand that hair and installation services are nonrefundable.
- You release Natural Roots Salon and your stylist from liability for results affected by at-home care, improper maintenance, or manufacturer defects.
- You have been given the opportunity to ask questions and fully understand the process.

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Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Stylist Signature: \_\_\_\_\_ Date: \_\_\_\_\_