



We strive to provide 5-star service to our clients. If you should have any challenges with a service that was performed at Butterflies Soneike Unisex hair and beauty salon, we ask that you contact us to reserve a complimentary consultation with one of our experts, so we can assess what challenges need to be addressed. Please review our Service Promise below to address any initial questions you may have:

- We reserve the right to request a **FULL PAYMENT** for any services in advance from any guest.
- There are **NO** refunds for any **SERVICES** performed.
- We stand behind our services, we will correct any challenges we have created with your colour service within 7 days of the service.\*+
- We can only guarantee our colour services if the prescribed products are purchased through Butterflies Soneike Unisex hair and beauty salon. Your services are an investment in you, please protect your investment to the best of your ability.
- All services paid in advance is **NON-REFUNDABLE**.

+ **COLOR CORRECTIONS:** All services that have been completed are subject to a determination of correction. The use of Schwarzkopf and/or Hannon products are required for at home care to guarantee services. We will handle each correction on a client by client basis. If the client decides to request a different stylist than the one who performed the first service, additional fees may apply.

**BRAZILLIAN BLOW DRY:** We require a 50% non-refundable deposit on the day you make the appointment to secure your treatment.

**FUTURE RESERVATIONS:** If there is a pattern of reservations that have been rescheduled, missed, or cancelled on **THE DAY OF** the scheduled appointment, clients may lose the privilege of creating a future appointment. These clients will be required on a walk-in only basis.

**CANCELLATION POLICY:** Appointments **NOT** cancelled 24 hours prior to a scheduled appointment may be subject to a cancellation fee of 50% of your treatment.

## **SALON PRODUCTS**

Retail products may only be exchanged for equal or lesser value products within 15 days of purchase. Returns are accepted for store credit only. No cash refunds will be given and no credit will be issued to your account.

- Product exchanges can only be done for an equally priced product, or one of lesser value. If there is a price difference the client will either hold a credit, or be charged the difference plus tax.
- Damaged Items, Sale Items or Discontinued Items **CANNOT** be returned.
- There are **NO** refunds or exchanges on **ANY** tools (i.e. flat iron, blow-dryer, etc) sold. All warranties are provided through the manufacturers.
- Items purchased as a set can only be returned as a complete set.
- Products will not be accepted 15 days after the date of purchase, or if the product contains less than 90% of the original amount.

\* **PRODUCT DISCLAIMER:** Our professional products cannot be exchanged past 15 days of purchase. In order to exchange a used product, there must be at least 90% of the product remaining and will be subject to a 10% return fee.

## **SALON GIFT CARDS**

The best gift you can give someone is a gift card to Butterflies Soneike Unisex hair and beauty salon. Our gift cards can be used for everything offered at Butterflies Soneike and that special person will really appreciate the difference.

- Gift Cards can be used for Services, Retail Products and Gratuity of a service.
- There are **NO** refunds for **ANY** gift cards purchased.
- Gift cards cannot be redeemed for cash.
- Gift cards are only valid for 3 months from the date of purchase.