

Prep Salon Policy



Prices are subject to change without notice

RESERVATION FEE

For bookings R600 or more we kindly ask that you pay a NON REFUNDABLE reservation fee of **30%**. If appointment is cancelled or rescheduled less than **24hours or No Show, your booking deposit of 30% will be lost, or 30% of the treatment cost will be charged to your account.** In the event that the Cancellation was due to the death or Hospitalisation of the person for whose benefit such reservation was made the full booking deposit will be returned.

24 HOURS CANCELATION POLICY

If for any reason you are unable to attend your appointment please contact us via any of the methods given **24hours** prior to your appointment, so that we have the opportunity to offer your reserved time to another client on our waiting list, we will be more than happy to move your appointment and booking fee to an alternative date. If appointment is cancelled or rescheduled less than **24hours or No Show, your booking deposit of 30% will be lost, or 30% of the treatment cost will be charged to your account.** In the event that the Cancellation was due to the death or Hospitalisation of the person for whose benefit such reservation was made the full booking deposit will be returned.

LATENESS

We will always do our best to ensure your service can be completed. However, if it will have an impact on our next clients appointment we may have to either call on our assistants to complete your service or minimize the service we can complete within the remaining time frame. You will be charged full price for the appointment if you chose to **go ahead with it, alternatively we can reschedule you for an alternative date but you will be charged your reservation fee for a missed appointment.** Please be aware that you will be **marked as late** if you arrive **15 minutes** into your appointment time slot.

NO SHOW

NO SHOW are charged at 30% of the treatment cost, if you would like to make a booking with a NO SHOW on your account you will also be required to pay 30% reservation fee before we will commit to the appointment, unless such no show can be attributed to the beneficiary of the services death or hospitalisation.

CELL PHONES

We kindly requests clients to keep their phones on **silent/vibrate**—when you enter the treatment room. So that we don't disturb the other clients. "We have to be respectful of all guests and maintain the salon environment"

RIGHT TO REFUSE SERVICE

Prep Salon reserves the right to refuse services, which right will be used in reasonable circumstances, to anyone demonstrating inappropriate behaviour to any member of our staff.

NO TIPPING! Please do not give cash directly to staff or leave cash in the treatment area

It's true! Even though you may appreciate your service with us, we have a strict 'No Tipping' policy. What can you do instead of a tip? Recommend us to a friend or loved one - that's an amazing gift! Or you can put a donation in the staff money pot, that are used towards team building.

Refund Service [SEND US A PHOTO OF THE PROBLEM]

Please choose carefully. We do not normally give refunds if you simply change your mind or make the wrong decision. We will be more than happy to schedule a correction service free of charge. The service must be a mistake from Prep Salon not something you might have changed your mind after [service has been performed]. In case of a disagreement, a redo must be validated by management. It is important you contact the salon as soon as you are unhappy so we can schedule you as soon as possible for a corrective service. You can choose between a refund or redo, within 7 business days. Nails we will repair free of charged for the first week, after 7 days we will charge a fee. Corrective service will not be allowed 10 days post initial service date.

Terms and Conditions of Sale of Beauty Products

Cancellation

We require a deposit of 30% to confirm the order. We may impose a cancellation fee in the event of cancellation before delivery. The fee will depend on the nature of the order, the length of notice of cancellation before delivery, the reasonable potential to find alternative clients for the order and the reason for cancellation.

No refunds on deposits in the event of cancellation for already ordered goods.

Warranty

Prep warrants its customer that the beauty products which have been supplied by the Company and delivered to the Customer shall be free from defects and subject to the following:

Refund

Please choose carefully. We do not normally give refunds if you simply change your mind or make the wrong decision. You can choose between a refund or exchange, where retail products as defective within the warranty period or within 10 business days the retail products are wrongly described, different from the sample shown to you or do not perform.



Prep Salon Policy

If the retail products were used, amended, added with anything or cannot be returned due to public health reasons we will accept no return of the retail products unless the products has been found fro be defective in the circumstances. We may charge a 20% handling fee if the return is accepted by management. If beauty products are returned in its unopened packaging the company will charge reasonable handling fee. If returned after being opened in its original packaging and unused the company will charge a reasonable restoration fee in the circumstances to fit the product for restocking. If returned after being opened the company may accept the return upon their own discretion in which instance they will keep the full amount paid by the client for the beauty product.

We will within (minimum six months) after delivery of retail products, replace failed, unsafe or defective goods or refund the customer the price paid by the customer at the election of the customer. The aforesaid warranty is subject there to that the retail products supplied by the company have not been altered contrary to any instruction of the company after leaving the company control, has not been exposed to abuse or exposed to use other than what the product was manufactured for. Any claim for defective retail products

If a replacement or credit is required due to product not to the liking of the recipient or not as expected the purchaser shall be liable for any return shipping and other charges that might arise. If you are not satisfied with your purchase, you can return the product in its original package and unused within 10 days from purchase and get a full refund less changes or exchange the product for another one be it similar or not. Once received and inspected you will than be refunded. Quality control inspection can take up to 3 working days. A 20% handling fee will be charged. This amount will be deducted off the refund / credit.

Damage/Defective/Incorrect Goods: We will arrange the goods to be collected/swapped over at our expense.

Electrical items have a 3 month guarantee period. Please retain your invoice invoice during this period.

Prep reserves the right to refuse the return of products that have been assembled, partly assembled, or where the original packaging has been discarded. Return of such products could carry charges at Prep discretion.

When does Policy not apply?

- Older than 10 days
- Openend unsealed, used or missing any accessories

Other Terms

- Prep shall not accept any claim/return by the customer unless submitted in writing and received by Prep within five (7) days of receipt of goods.
- All prices are quoted in Rand and include VAT
- Goods are only sent out once payment is received.
- While stock lasts
- We are not responsible when you do not know how to make use of a product.
- No refunds or exchanges will be given if you make use of a product incorrectly.
- If the product is faulty or incorrectly you welcome to send us a video and we can advice or investigate if it was faulty. WhatsApp it to 071 819 6211
- You can email your return request to orders@prepsalon.co.za

PETS

Pets are cute, we love them but other clients could have allergies or—even worse—a fear of dogs. “We have to be respectful of all guests and maintain the salon environment”

SKIN TESTING AAT (Allergy Alert Test)

Prep Salon follow a Colour Responsible Policy for the safety and peace of mind of our clients before any color treatment hair, brows, permanent makeup. For your first AAT with Prep Salon or if it is 6 months since your last AAT; Make an appointment to attend the salon at least 24hours before your appointment. We will apply a small amount of colour formula to the inside of your elbow. Leave for 24 hours, should you experience any signs of irritation, reddening, swelling, inflammation or itching please contact us.

If you develop symptoms that make you unwell please contact a medical professional. When you attend the salon we will observe the test site and ask you to complete a questionnaire. We advise you to speak to your stylist/therapist about what is best for you. You can be sure we only use the best products and invest in the most up to date practices. We take your safety and our work seriously. When you visit our salon you can have peace of mind that we are taking the best care of you and your hair and skin. We thank you for your co-operation in our preliminary procedures before your service with us.

PLEASE NOTE: Testing 24hours before any treatment is the clients choice.

COMPLAINTS

At Prep Salon it is so important to us that you leave the salon happy. However, If for any reason you feel like we have not completed your service to a satisfactory standard or there was something about your visit you feel like we could have done better please email the salon within 24 hours of your appointment and add a photo so that we can address the issue. Before you place a review we kindly ask of you to give us a change to do better and fix the problem, and if you really are unhappy with the out come you can put up your review. We value our customers and exceptional service is always our priority.

For the Attention Of [FAO] The Salon Manager: hello@prepsalon.co.za

We will do our best to respond within 24hours to ensure a satisfactory outcome.

Contact Us: Email: hello@prepsalon.co.za Whats App: 071 819 6211