



## **Extension Service Policies**

Extension services require mutual commitment to ensure the health of your natural hair and the longevity of your investment.

By booking an extension service, you agree to the following:

### **Consultation Requirement:**

A consultation – virtual or in-person – is required prior to booking an installation appointment.

No installation appointments will be scheduled without prior consultation and approval. Day-of installations may be accepted upon availability, although not until the consultation has already been performed. To ensure accurate blending, no coloring, cutting, or chemical altering of any kind may be done to the natural hair between the consultation and the installation unless done by our team.

### **Scalp & Hair Health Assessment**

We reserve the right to inspect the scalp and natural hair before proceeding with any service.

Clients must disclose:

- Current medications
- Medical conditions
- Active or recent hair loss

Disclosure does not automatically disqualify you from extensions. However, honesty is required to determine the safest method and protect your natural hair.

We reserve the right to decline service if we determine extensions are not appropriate.

### **Customized Package Determination**

Extension methods, density, and package selection are determined by the salon based on your hair goals, density, and long-term maintenance plan. This ensures structural integrity and balanced results.



### **Payment Policy**

- 50% of the total investment is required to reserve your installation date.
- The remaining 50% is due at the time of installation.

If installation service is performed the same day as the consultation (upon availability only), 100% payment is required at the start of the appointment.

Deposits are non-refundable once hair has been ordered.

### **Package Structure**

Our extension packages are curated to ensure structural balance, longevity and optimal results.

Packages are non-negotiable and will not be modified, split, or reduced to meet budget preferences. Adjusting density or method outside of professional recommendation compromises both aesthetics and hair health.

If a different investment level is desired, alternative services may be discussed.

### **Maintenance Commitment**

Clients agree to:

- Schedule maintenance every 6-8 weeks
- Follow recommended at-home care instructions
- Use professional products suitable for extensions (recommended by stylist)

Failure to maintain proper care may compromise longevity and void any service guarantees.

### **One-Week Follow-Up**

Clients must be available for their scheduled one-week follow-up call. This allows us to assess comfort, tension, and early adjustments if needed.



### **Outside Hair Policy**

We exclusively guarantee the quality and longevity of our in-house extension line, Chapter I Signature Extensions by Storybook.

Outside hair may be accepted at our discretion and must be inspected prior to scheduling. We are not responsible for the performance, longevity, or integrity of third-party hair.

### **Liability & Hair Integrity**

While every precaution is taken to protect the integrity of your natural hair, the salon is not liable for:

- Pre-existing hair loss or scalp conditions
- Undisclosed medical conditions or medications
- Breakage resulting from improper at-home care
- Neglected maintenance appointments
- Chemical services performed outside our salon

Extensions are a shared responsibility. Proper maintenance and honest communication are required to ensure safe, successful wear.

### **Additional Policies**

- Excessive matting due to neglect will require a corrective service fee.
- Missed maintenance beyond the recommended window may require additional services and incur additional fees
- Missed maintenance may damage the natural hair. Storybook Salon is not responsible for damage due to maintenance neglect
- Chemical alterations to extension hair performed outside our salon void any longevity expectations
- We reserve the right to refuse service if extension care standards are not upheld
- The salon reserves the right to photograph and/or record video of services for educational, portfolio, and marketing purposes, including use on social media and promotional platforms.