

HEAD OFFICE HAIR SUITE

-PRICING, QUOTING & PAYMENT/ GIFT VOUCHER POLICY-

To ensure a smooth and respectful experience for all clients and our team, the following pricing quoting and payment policy applies:

Pricing

- All prices listed are “from” prices
- Final pricing depends on hair length, density, condition, previous colour, and time require.
- All prices are subject to change without notice

Quoting

- Quotes are estimates only - final pricing is based on hair length, thickness, time, and product used
- Quotes may change if the service scope changes during the appointment
- All quotes provided (verbally, online, or via DM) are estimates only
- Quotes are valid for a limited time (30 days)
- Quotes may change if hair condition or desired outcome differs at appointment

Payments

- **Full payment is required on the day of service**
- We accept **EFTPOS, cash, Gift Vouchers and approved digital payments**
- We accept Afterpay on eligible services and in line with our Afterpay Policy
- We do not offer accounts or deferred payments

Afterpay

- **Afterpay is available** for eligible services, terms and conditions as outlined in our Afterpay policy, subject to Afterpay’s approval and terms
- Afterpay must be selected **at checkout on the day of service**
- Afterpay **cannot be used for deposits, cancellation fees, or no-show charges**
- All Afterpay payments are managed directly through Afterpay — Head Office Hair Suite is not responsible for missed payments or Afterpay fees

Deposits

- A **deposit may be required** for selected services/ appointments
- Deposits are deducted from your final total on the day
- Deposits are **non-refundable** if cancellation occurs outside our cancellation policy timeframe
- Deposits **cannot be paid using Afterpay**

Late Arrivals

- Arriving late may result in your service being, lessened, shortened or rescheduled at your stylist’s discretion

- If we are unable to proceed due to late arrival, the appointment will be treated as a **late cancellation and will incur a fee**

Gift Vouchers

- Gift Vouchers purchased have a 3-year expiry date from the date of issue/Purchase as per Australian Consumer Law
- Gift Vouchers donated to charity or as 'prizes' for such events by Head Office Hair Suite have a 6-month expiry date from date of issue/ donation.
- Gift Vouchers received or won directly from Head Office Hair as prizes/giveaways/rewards have an 8-week expiry date from date of issue.
- Gift vouchers must be presented at time of payment
- Vouchers are **non-refundable** and cannot be exchanged for cash
- Lost or expired vouchers cannot be replaced

Head Office Hair Suite reserves the right to amend policies, pricing, and procedures at any time without notice.