

HEAD OFFICE HAIR SUITE

- SERVICE ADJUSTMENT & QUALITY ASSURANCE POLICY -

At Head Office Hair Suite, we are committed to delivering professional hair services that meet recognised industry standards and client expectations. Head Office Hair Suite are also members of the Australian Hairdressing Council (AHC). This policy reflects our commitment to quality assurance, transparency, and ethical service delivery, in line with Australian Consumer Law and AHC best-practice principles.

Our commitment to you:

- All services are delivered following a thorough consultation, professional assessment, and informed consent.
- Hair services are highly personalised; as such, results cannot be guaranteed, and variations may occur based on hair history, condition, and maintenance.
- We do not offer refunds for change of mind, personal preference, or outcomes that were discussed and agreed upon during consultation.

Service concerns & resolution:

- Any concerns regarding workmanship or service outcomes must be reported within 7 days of your appointment.
- Where a concern is assessed as valid and within professional control, we will offer a complimentary service adjustment as the primary remedy.
- Service adjustments must be booked within a reasonable timeframe (7 days) and, where possible, performed by the original stylist.

This policy does not apply where outcomes are affected by:

- Incomplete or inaccurate disclosure of hair and any relevant medical history
- Failure to follow recommended aftercare or maintenance advice
- Chemical or corrective services performed by another provider or at home after your appointment
- Natural hair limitations outside professional control

Refunds

- For cancellations only, the deposit may be refunded if more than 48 hours' notice is given to the salon.

- Refunds are not offered in place of service adjustments, except where required under Australian Consumer Law.
- We will not offer a refund if you simply change your mind about the service received or product purchased.
- For hygiene and safety reasons, we do not offer refunds on retail products. If a product is faulty or not as described, we will assess the item and provide a replacement or remedy in accordance with **Australian Consumer Law**.

We encourage open, respectful communication and are committed to resolving concerns professionally, fairly, and in alignment with recognised industry standards. Head Office Hair Suite reserves the right to amend policies, pricing, and procedures at any time without notice.