



## Our Policies: Cancellations

Please note we enforce a strict 24-hour cancellation policy. If you need to make any changes to your appointment, please give the salon the proper time to offer your appointment to another guest. In the event of a no-show or late cancel, you will be subject to prepay for services in advance and may be charged up to 50% for late cancellations and 100% for No-Show appointments.

## Our Policies: Late Arrivals

To ensure the promptness of all reservations we reserve the right to reschedule any reservation that is 15 minutes late or later. In the event this happens, you will also be subject to prepay for future services in advance and may be charged up to 50% for the missed appointment.

## Our Policies: Redo

First Impressions stands firmly behind all of its salon services. If for any reason you are not 100% satisfied with your service, please contact us immediately so we can remedy the situation. Tweaks and adjustments will be honored if the Salon is contacted within one week of the date of service. We will do our best to get you in with your stylist as soon as possible. Any questions, complaints, or concerns may be emailed directly to the salon owner at [justhair4u@gmail.com](mailto:justhair4u@gmail.com)

## Our Policies: Return/Refunds

Due to the artistic nature of what we do, we cannot offer refunds on hair services performed. However, we will work tirelessly to ensure you are satisfied. First Impressions proudly stands behind all its products. Should you find dissatisfaction with any product, we will gladly apply the full value of the returned product to another product of choice if returned within 2 weeks of the purchase date and only with the original receipt. All sales on hairbrushes, hair tools, lash products, or makeup are final. No returns or exchanges.

## Our Policies: Gift Certificates

Gift Certificates/Gift Cards are non-refundable. First Impressions reserves the right to refuse products and services to anyone at its discretion if it feels the policies herein are being abused.

## Changes to Policies

First Impressions reserves the right, in its sole discretion, to change the policies under which Product, Services & [www.firstimpressionsfamily.com](http://www.firstimpressionsfamily.com) is offered.