

Claims against Zash money back guarantee must be made in writing or email to Zash reception or Zash management. Claims must be made within 7 days of the said service. Claims past 7 days constitute service was satisfactory and delivered as requested. Zash money back guarantee excludes Hair Extension and Hair Replacement products. Zash expert consultants, Hair Extension and Hair Replacement applicators and stylists are not responsible for the aftercare of Hair Extension and Hair Replacement products. All necessary instruction, direction and care advice is provided by Zash at time of purchase/fitting of above mentioned products. Final payment on day of fitting constitutes agreement all product and related information, has been provided by Zash, and is understood by the purchaser. In the event Hair Extension and Hair Replacement products are faulty or of inferior quality, Zash will request replacement from supplier and accept no responsibility. Zash will fit the replacement hair, if fault is accepted by supplier, free of charge in goodwill. Zash expert consultants, Hair Extension and Hair Replacement applicators and stylists take extreme care when applying Hair Extension and Hair Replacement products and accept no responsibility for damage caused to the customer's own hair due to any pre or post existing medical condition, previously applied hair extension, product residue, poor hair growth/quality or mistreatment of hair extension and hair replacement product. Zash expert consultants, Hair Extension and Hair Replacement applicators and stylists provide their fitting service complimentary on day of hair purchase as an inclusion of the hair purchase and are not categorized as a Zash service. Zash Hair extension and replacement services/removal/cleaning/reapplication are charged to the client at \$120 per hour.

Zash 24 Hour Cancellation Policies: In the event that client cancels appointment with less than 24 hours notice, or appointment is unattended, termed 'No Show', 50% charge calculated from services booked, will be charged to client Credit Card or Bartercard details recorded on Calling Card at time of appointment booking. If no card details are available or invalid details are provided, amount will be charged to your Zash account. Outstanding account amounts must be paid to Zash prior to any future appointments being accepted by Zash. In the event that deposit is paid prior to service, deposit will not be refunded. If cancelled or unattended appointment can be filled in full, no cancellation fee will be charged. Appointment time allocation will not be scheduled or considered confirmed for any service at Zash over one hour without minimum 20% deposit of holding of valid credit card details including expiry date.