

Refund Policy.

We at *Cool Cuts* want you to enjoy your service and love your hair. The stylists at *Cool Cuts* pride themselves on providing you with exceptional service and quality customer care. All of our stylists are professional, educated and experienced and will provide your child with the best hair care service possible.

We do not issue refunds on salon services. However, should you have any questions or concerns about the service you have received in the salon, please notify a salon coordinator within three days of your service. If you are not satisfied with the work performed, we require that you return to the salon so that your hair can be visually inspected. At that time we will make every effort to correct any problems to your satisfaction by rescheduling you either with the stylist who performed the initial service or with another stylist, adjustments are made available to you at no cost only within 7 days of the initial service.

If you find that you are unhappy with a product purchase, please return it within 7 days after sale date and we will be happy to offer an exchange. All returned products must be in their original, unopened and unused condition. Also note that we are unable to offer refund, replacement or exchange on any opened or used goods.