

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.

No Show and Late Cancellation Policy

If you are running late or need to cancel, please contact us via telephone.

We are operating 7 minutes late policy. That means that if you are running more than 7 minutes late and we have someone booked right after you we might need to reschedule or cancel your appointment.

We are operating 24 hours cancellation policy, that means that you need to cancel or reschedule your appointment 24 hours before your slot, otherwise the full fee will be charged.

Refusal of the service in case of head lice

If your child has head lice we will have to refuse to do their hair and you will still be charged full price for the booking.

So we kindly ask that you check your children's hair prior to your booking to make sure they are nits free.

Nits are highly contagious and will spread to other children who come to the salon.

We offer products that can help get rid of head lice and protect your child's hair.

Thank you for your understanding.