



ADJUSTMENT / REFUND POLICY

AT JC LYMINGTON, WE TAKE GREAT PRIDE IN THE QUALITY OF OUR WORK AND THE SATISFACTION OF OUR GUESTS. OUR SERVICES ARE A REFLECTION OF BOTH TIME AND ARTISTRY; THEREFORE, WE DO NOT OFFER REFUNDS FOR HAIR SERVICES.

WE UNDERSTAND, HOWEVER, THAT ADJUSTMENTS MAY OCCASIONALLY BE NECESSARY. IF YOU ARE UNSATISFIED WITH YOUR COLOR OR HAIRCUT, WE ARE HAPPY TO OFFER A ONE-TIME ADJUSTMENT WITHIN 7 DAYS OF YOUR ORIGINAL APPOINTMENT, PROVIDED THE SERVICE IS PERFORMED BY THE SAME STYLIST WHO COMPLETED THE INITIAL SERVICE.

THIS POLICY NOT ONLY ENSURES CONSISTENCY IN YOUR RESULTS BUT ALSO SUPPORTS OUR STYLISTS' ONGOING GROWTH AND DEVELOPMENT.

PLEASE NOTE THAT SOME ADJUSTMENTS MAY BE CONSIDERED A CONTINUATION OF SERVICE RATHER THAN A CORRECTION. THIS APPLIES WHEN THE DESIRED END RESULT REQUIRES A MORE EXTENSIVE PROCESS THAN WHAT WAS ORIGINALLY BOOKED—FOR EXAMPLE, ACHIEVING A LIGHTER COLOR THAT REQUIRES MULTIPLE SESSIONS OR ADDITIONAL TIME AND PRODUCT INVESTMENT. IN SUCH CASES, YOUR STYLIST WILL DISCUSS THE APPROPRIATE NEXT STEPS AND ASSOCIATED COSTS WITH YOU.

OUR GOAL IS TO MAINTAIN OPEN COMMUNICATION, PROFESSIONAL INTEGRITY, AND A COLLABORATIVE APPROACH TO ACHIEVING YOUR HAIR GOALS.

BY BOOKING AN APPOINTMENT WITH US, YOU ACKNOWLEDGE AND AGREE TO ABIDE BY THESE POLICIES.