



Bond

hair extensions



Aftercare Guidelines

Do

- Before washing you should de-tangle hair from ends to roots
- Use a mild shampoo, followed by an intense conditioner. A conditioning mask is recommended once a week
- Wash your hair with luke warm water
- Wash hair in an upright position - never over a sink or in a bath
- Gently squeeze out excess water and pat dry with a towel
- You must use a soft bristle brush – *Denman* or *Balmain* are recommended
- Spray your hair with a *leave – in* conditioner before brushing (*Ausie* products tend to work best). Heat protector sprays and shine serums are also recommended
- Hair must be separated gently every few days to avoid matting – if any bonds seem to be connecting please see your extensions consultant asap
- Before going to bed always tie hair extensions in a loose plait or ponytail
- When swimming always tie your hair back and keep out of water as much as possible. Before entering the pool cover hair in conditioner which will minimise the absorption of chlorine

Check up

Bond Hair asks that you come back and see us 1-2 weeks after your fitting so we can check the extensions are being cared for correctly and that you're happy with your new hair. This is completely free of charge and only takes 5 minutes.

Don't

- Do not apply conditioner, wax or oils on or near the keratine bonds
- When washing your hair do not over massage or twist the extensions. Avoid red hot water
- Do not blow dry at the root or apply heat irons over areas where bonds are applied – you can blast roots with a cool dry setting
- Do not twist or play with bonds as they may loosen
- Because the hair is already processed it is advisable to avoid tint colour and perm
- Do not attempt to remove the extensions your self
- Do not use hair products that contain : Acetone, Acetate, Petroleum, Paraffinium and serum
- Do not wash your hair more than three times a week – dry shampoo is good in between
- Do not use *Pantene, Tresemme or Head & Shoulders*
- Going abroad isn't recommended to those new to extensions. If you swim in pools you must shampoo/condition hair straight after and its best to tie your hair back
- Do not go in the sea – salt water can tangle long hair. A UV–protection spray is advised

Refund Policy

Please be aware that refunds may not be considered if you fail to book in for your check up appointment. Due to the fact that on occasions some clients neglect their hair extensions or fail to adhere to the aftercare advice, refunds will only be considered if the extensions are found to be faulty and this is dependent on checks to be carried out externally by Bond Hair suppliers. If a batch is found to be faulty you may be entitled to a refund of the cost of the hair only. Failure to fully comply with the aftercare advice will invalidate any right to refund. Any complaints will need to be emailed within 14 days of initial fitting to info@bondhair.com

