**TERMS AND CONDITIONS**

These terms and conditions apply as general terms and conditions for availing services and purchase of products at all \_\_\_\_\_\_\_\_\_\_\_\_[NAME] Salon, \_\_\_\_\_\_\_\_\_\_\_[NAME] Absolute salons and \_\_\_\_\_\_\_\_\_\_\_\_[NAME] \_\_\_\_\_\_\_\_ salons (hereinafter referred to as ‘\_\_\_\_\_\_[NAME] Salon’ or ‘Salon’). Additional terms and conditions may apply in respect of the particular service, promotion and products. These terms and conditions are subject to change without any prior notice. Hence, customers are requested to refer to the terms and conditions from time to time and before availing any service. Further, by availing the services/purchasing products, the customer shall be deemed to have accepted all the below mentioned Terms and Conditions and it constitutes a contract between the customer and the organization owning and running the respective \_\_\_\_\_\_\_\_\_\_\_\_[NAME] Salon.

**APPOINTMENT & CANCELLATIONS**

* It is advisable to book an appointment before visiting \_\_\_\_\_\_\_\_\_[NAME] Salon to avoid disappointments.
* We will be happy to change/reschedule your booking with prior notice subject to availability of spare appointment slots.
* We hold appointments for 15 minutes post the booked time. In case of no show within 15 minutes, your appointment shall be treated as cancelled.

**CONSENT AND CONTRAINDICATION**

* Wherever applicable, please fill up the “Declaration cum Consent” form when handed over by the salon with true and complete information which would enable us to offer accurate consultation and services.
* Before availing any new service, we recommend that you take a patch test for all products used in providing the service to avoid any reaction and to protect your well-being.
* Whilst booking an appointment/availing services, please notify us if you are pregnant to enable us to ensure your comfort, safety and at the same time accurate services for your needs as certain services may not be advisable.
* Please inform your Expert of any medical conditions prior to your service, as some Services may not be appropriate for you.

**CUSTOMER/ SERVICE REFUSAL**

* We reserve the right to refuse a customer/any service should we feel that the service requested for is against SOP or may not be safe/suitable for the customer given the medical / hygiene / physical condition as disclosed by the customer during the consultation process.
* \_\_\_\_\_\_\_\_\_\_\_\_\_[NAME] Salon and its staff also reserves the right to refuse service to any customer should they feel threatened due to verbal or physical abuse of any sort.

**PRICES**

* Prices of services and products are exclusive to each \_\_\_\_\_\_\_\_\_\_[NAME] Salon. \_\_\_\_\_\_\_\_\_\_\_[NAME] Salon reserves the right to alter prices without any prior notice.
* Prices as on date of service delivery/product purchase will be billed and are subject to tax at prevailing rates.

**SAFETY**

* All valuables carried into the salon are at the sole responsibility of the Customer. \_\_\_\_\_\_\_\_\_\_\_\_[NAME] Salon would not be liable for any loss or damage of the same.
  + \_\_\_\_\_\_\_\_\_\_\_\_[NAME] Salon gives utmost importance to Conduct of Business Practices with highest standards of health, safety, ethics & compliance with applicable laws and regulations. Do contact the Salon Manager or the Area Business Manager to give suggestions/feedback or report any incident that you consider to be not in accordance with these standards.

**REFUND & EXCHANGES**

* \_\_\_\_\_\_\_\_\_\_\_[NAME] Salon follows a “No Refund” Practice. In the unlikely circumstance that the service delivered has not been up to your satisfaction, please register your complaint on\_\_\_\_\_\_\_\_ within 15 days of availing the service.
* After taking consultation and the service has been completed in accordance with the agreed terms, the customer is liable to pay the entire service charge.
* For “Returns & Exchanges”, we accept damaged, un-opened and unused products for exchange (no refund) with a valid bill within 7 days of the bill date.

**GIFT CARDS/VOUCHERS/COUPONS**

* Gift Cards/Vouchers/Coupons will be honoured at \_\_\_\_\_\_\_\_\_[NAME] Salon provided they are produced for redemption as per the terms and conditions thereof within the validity period of such vouchers and coupons before the bill is made.
* Gift Cards/Vouchers/Coupons cannot be redeemed for cash and cannot be exchanged/clubbed with any other offer being run at \_\_\_\_\_\_\_\_[NAME] Salon.

**RUNWAY REWARDS**

* To become a member of the Runway Rewards Loyalty programme, enjoy services worth Rs.\_\_\_\_\_\_\_\_\_ in a single billing at any\_\_\_\_\_\_\_\_\_ [NAME] Salon.
* To know your reward points balance, please visit your nearest \_\_\_\_\_\_\_\_\_\_\_[NAME] salon. In case you are not registered with DND, you may also receive your point balance by SMS to your registered mobile number.
* For details of Runway Rewards Loyalty programme, Tier Benefits and Terms and Conditions please visit – [website]

**OFFERS AND PROMOTIONS**

* Service/Series Sale package is non-transferable and must be taken within the 4 / 6 / 12 month period corresponding to the service series booked.
* Terms and conditions of the respective offer and promotion would apply in addition to these general terms and conditions.
* Services and products available under the offer/ promotion scheme will also be available without the offer/ promotion.
* Offers and promotions cannot be exchanged for monetary compensation;
* No two offers can be clubbed.
* LLPL reserves the right to withdraw or modify Offers and promotions without any prior intimation.

**PAYMENTS AND BILLING**

* We accept payments made in cash/Credit/Debit cards affiliated with Visa, MasterCard and Amex
* Please ensure to collect your Bill on the completion of services provided. In case your valid mobile no. is registered with us we will  send you a bill via SMS after closing the bill in the system. You may also opt for a physical bill at the salon.
* In case no bill has been shared through any mode of communication within 24 hours of the completion of service by the Salon, please report it by writing to us at \_\_\_\_\_\_\_\_\_\_[mail id] /or calling us on … For all genuine reported cases of missed bills, customers will be issued a \_\_\_\_\_\_\_\_[NAME] Salon e-gift card worth Rs.\_\_\_\_\_\_\_\_ on the registered email ID/SMS, post investigation of the case. Missed bills are cases where no authorized manual bill is issued or no e-bill is issued after completion of service (not applicable where failure/ delay is caused due to system /network/ connectivity issues or incorrect mobile no). The e-Gift Card is one time redeemable only on services.
* The above can be claimed only if you have registered your valid Name, Mobile No. & Email id with us at the time of billing.
* A duplicate bill can be procured within 15 days for the services availed at the \_\_\_\_\_\_\_\_\_\_\_[NAME] Salon.
* In case any discrepancy is noticed in the bill, then the same should be resolved/registered with … /….or by visiting the salon from where services were availed within 15 days.

**DATA SECURITY**

* Customers are requested to accurately share all necessary details while filling the Declaration cum Consent form, as the same is in your best interest.
* All Personal Information /Sensitive personal data or information provided by the customer while booking appointments, consultation procedures or filling consent forms is out of the customer’s free consent to enable the Company to carry out the services. Further \_\_\_\_\_\_\_\_\_\_\_\_[NAME] Lever Private Limited (LLPL) or its parent company shall keep the Personal Information/Sensitive personal data or information provided by the customer confidential and may store the same for future reference and use and for providing and recommending any other products and/or services or marketing purposes. Please refer to our privacy policy on  ….. to understand the way we use personal information collected from you.
* Amongst others we use the personal information provided by you to contact you for informing you of our products, offers, services and promotions and other legitimate marketing purposes. If you would rather not receive these, please send STOP on. In case you have Opted out to receive any messages from us and now wish to Opt in , please give a missed call to …
* **CUSTOMER CARE**
* Please email … / Call Toll Free : ..in case of any query, grievance/complaint/feedback.
* Please visit our website on :  …. detailed terms and conditions which apply in relation to services at \_\_\_\_\_\_\_\_\_\_\_\_[NAME] Salon.