



*Client
Care
Guide*

Daily Care

Gently detangle your hair daily. Using our hair extension brush, gently comb through your hair, from roots to ends, morning and night. Brush directly from the roots to ensure no knotting builds up between the wefts. Leaving your hair unbrushed for a day or more can cause tangling and matting around the roots.

Washing

We recommend using professional products provided to you by your hairstylist. You must make sure that the products you use don't contain harmful ingredients which can ruin your extensions or reduce their lifespan.

**Do not use products containing:
Protein, Sulphate, Citrus, High Alcohol Content,
Argan Oil or Medicated Shampoo.**

Shampoo should be used on your scalp and natural hair, and only on extensions when they feel dirty or have a product buildup. Conditioner should be used all over the extensions from roots to ends to ensure they are fully conditioned and hydrated. Use plenty of conditioner or treatment to provide all the hair is saturated.

Do not rub extensions or pile them up on top of your head. Gently massage the product into your hair and extensions, keeping it smooth and straight. Always allow your hair and extensions to dry thoroughly before going to bed. We don't recommend sleeping with wet hair as this can cause knotting and damage to both your hair and extensions.

Tie your extensions in a plait or loose braid before bed to keep them neat and tidy. Silk pillowcases will reduce friction on the extensions.

Do not tie your hair up in a ponytail for 1-2 weeks after application as this can cause too much tension on the edges of your extensions, potentially damage your hair, and can be painful or cause headaches.

When swimming or going to the gym, tie your hair in a plait or braids, do not tie your hair up in a bun and get wet. After swimming, Shampoo all chlorine or saltwater out and condition your hair thoroughly, preferably with a treatment. Chlorine, saltwater and using a sauna can be very drying on the hair and will require additional treatments.

Extra Tips

Do not leave your extensions in without maintenance for more than eight weeks. It can result in matting and damage to your hair and the extensions if left in too long. It is best to remove and re-attach extensions every 6-8 weeks.

Sometimes a thread will come loose - if this happens, don't stress! Put a bobby pin on the weft to hold it in place until you can come back in to have us fix it.

Remember that extensions dry out more than your natural hair. They need extra love - more moisture, careful brushing and protection from heat tools.

Your extensions will feel tight at first but will loosen over time. As the extensions grow out, you will notice that there is one tight bead and one looser bead, which you may be able to stick your fingers behind. This gap is standard and is a part of the process of growing out. Extensions will shed like your own hair does, sometimes many hairs each day.

Keratin Bonds can be left in for 4-6 months. We recommend having them maintained every eight weeks to ensure no knotting occurs. It would be best if you did not use a straightener or curling wand around the bond itself as this will cause it to melt and slip out.

Thirty Day Extension Guarantee

We pride ourselves on having high-quality hair that lasts many months with proper care. In rare cases, there can be unforeseen issues with hair extensions, due to the fact each pack is from a different donor.

Any problems with your extensions will arise within the first 30 days of you having them applied. Beyond this period, the hair will have normal wear and tear, and we can not guarantee the lifespan of any extensions. If you experience any issues with your extensions within 30 days, please contact us immediately. We will need to see you in the salon to assess the hair extensions and find a solution.

You may be eligible for a replacement if you have bought all of the recommended hair extensions products from our salon at the time of the hair extensions service. If you did not purchase products from us, then we can not offer any guarantee of your extensions.