

Client Service Agreement

Hair extensions and color services template for salon use.

Educational template only. Not legal advice. Local law and salon policy vary. Have local counsel review before use. The salon/stylist and client are the contracting parties. Drop Dead Extensions is not a party, guarantor, or insurer of any agreement between a stylist and a client.

SALON / STUDIO

STYLIST

CLIENT

EMAIL

PHONE

WEBSITE

01 Agreement and parties

This agreement for hair extensions and color services ("Agreement") is effective when signed by you and the stylist ("Stylist").

02 Services to be provided

Stylist shall provide you a hair-extensions consultation and installation that serves your needs ("Services"). Services may include chemical services, such as lightening or coloring, to provide an intended result.

03 Price

The price you shall pay the Stylist for the services performed are provided in Schedule A. You understand that Schedule A is not final and is only an estimate.

04 Retainer

Upon execution of this Agreement, you will pay the Stylist a one-time, non-refundable retainer in the amount of **50%** of the total amount listed on Schedule A.

The retainer is required for the scheduling and holding of the requested date of hair services to be performed as well as for the purchasing and preparation of supplies particular to you. The retainer is refundable only if the Stylist cancels the service, in which case the retainer is immediately due for refund.

The retainer will be applied to the balance due at the end of the service. The Stylist may choose to withhold the Services until they have received the retainer. No appointment shall be made or honored until the retainer has been paid in full.

05 Pay structure

You hereby agree to pay the Stylist the remaining balance owed for the Services and the cost of the extension hair immediately upon completion of the Services. You understand that your final cost may adjust with additional supplies or time required to attempt to deliver the intended desired results.

06 Compensation and warranty

The Stylist warrants that all Services provided hereunder will be provided in a diligent manner that meets or exceeds generally acceptable industry standards. Clients have seven days from date of service to reach out to the Stylist with any concerns. The Stylist provides a warranty on only hair purchased from them, and the Stylist is not responsible for any damage, matting, fading, etc. for hair purchased elsewhere. Concerns regarding installation should be brought to the Stylist's attention as soon as possible.

07 Acknowledgements

You agree to and acknowledge the following:

- ☐ You acknowledge that hair extensions are special-ordered for you and as such are non-refundable once unpackaged. Upon signing this agreement, you agree to pay the full amount for the extensions, listed below. You agree to the installation of the Stylist-provided extensions. Although the Stylist will do everything in their power to match the hair extensions to your current or desired hair color and type, you understand that hair extensions may not match your natural hair type, color, length, density, or curl pattern. You understand that if the extensions do not match your desired hair type or curl pattern, you will not get a refund.
- ☐ You agree to be honest with the Stylist and request any desired changes during the appointment. Leaving the salon indicates that you are content with the result or that you have agreed to another scheduled appointment to continue services to achieve the desired result.
- ☐ You acknowledge that the Stylist-provided extensions are of sound construction and are not faulty, and you will not make such claims to attempt to get a refund. You have inspected and approved the hair extensions to be installed. You understand that it is your duty to ask to inspect the extensions. If you do not inspect the extensions, it is because you accept them as is and allow them to be installed. If the extensions are found to have manufacturing defects within 30 days of installation, you will promptly communicate as much with the Stylist. If the Stylist certifies that the extensions are faulty, you may request an exchange for extensions, which will then be reinstalled at an agreed upon date during normal business hours. In the case of a faulty product, you understand that you may have the extensions exchanged, not refunded.
- ☐ You understand that extensions are organic material and as such may wear out, thin, split, break, fade, change color, or entangle over time. Normal wear and tear of extension use cannot be deemed as having faulty extensions. You agree to follow the care instructions in this agreement to care for the extensions. If the Stylist does not provide any instruction, it is because you did not request instruction, and you understand that it is your duty to ask for care instructions.
- ☐ You understand that color fades, and that the color of the extensions may fade after washing, rinsing, wetting, swimming, or any activity that involves water, liquid, substances, or chemicals.

- ☐ You understand that “blending” may be performed to obtain a more cohesive appearance where your natural hair length ends. You understand that blending may involve cutting your natural hair and the extensions, and you agree to have your hair “blended” if the Stylist deems it necessary.
- ☐ You understand that the hairstylist may color the extensions to match your natural hair color or to match the desired look for which the service is provided.
- ☐ You understand that extension removal is not part of the installation and service fee but is a separate service that will be charged for if requested and performed.
- ☐ You are aware and acknowledge that once the extensions are installed, the color, method, and length purchased and installed is of your own choosing, regardless of the Stylist’s recommendations.
- ☐ You understand that the recommended move-up period is 6-8 weeks between appointments and that Stylist cannot guarantee sound installations beyond this period.
- ☐ You understand that 6-8 week maintenance is required. If you go past 8 weeks and the extensions require treatment for matting, fixing the extensions will incur an additional hourly charge, the rate for which is listed in Schedule A.
- ☐ You understand that your scalp or head may be a little tender (especially when sleeping) for the first few nights after installation and that discomfort may continue for up to a week. You acknowledge that this discomfort or tenderness is normal and will dissipate over time. If you believe that your install is too tight, you will contact Stylist and ask for a remedial appointment.
- ☐ You understand that the hair-extension installation may require either beads that contain aluminum and are lined with silicone, or tapes that contain latex or polyurethane. You are responsible for alerting Stylist of any allergies to these materials before installation.
- ☐ You acknowledge and agree that the time required to perform the services varies by method, hair-extension type, hair type, etc. and that Stylist makes no guarantees regarding the performance of the Services being completed with your timeframe. Your appointments are scheduled on days when you have no time constraints.
- ☐ If you are dissatisfied with the Services, Stylist agrees to fix any issue within seven days of the installation. After this period, you agree that there shall be no refunds for the Services and that additional charges may apply for additional services.

08 Aftercare

Great hair is only as good as your aftercare. Even the highest-quality extensions require great care and attention to keep them healthy and tangle-free.

Please initial each point of care, indicating that you understand how to best care for your extensions.

- ☐ **1. Use professional products only.** Use only professional products that have been purchased through your Stylist or salon. Never use hair care products purchased from a local grocery store, pharmacy, or the like. Even though these products may say “professional” on the bottle, most of them contain adverse chemicals, sulfates, parabens, silicones, and waxes that will damage your extensions by causing them to be dry and brittle. To ensure the health and strength of your extensions, use only professional products recommended by your Stylist. Do not use any products containing keratin or protein, as protein overload causes hair to break.
- ☐ **2. Wash in soft water, and maintain your water-softener system.** Hard water, which is common in about 85% of US households, is the silent killer of hair extensions. Do not wash your extensions in hard water. Extensions are more adversely affected by hard water than natural hair, as they don't receive the natural oils from the scalp to protect them. Chlorine, calcium, iron, manganese, zinc and copper found in hard water will cause the hair to become dry, brittle, rough, tangly and will even cause the color to shift and fade in a matter of weeks. If you want to protect your investment, you will need to install a water softening system. A resin based water softening system needs to be filled with salt quarterly and serviced yearly. Please also note that you should only wash your hair twice per week, maximum. If your hair has vivid fashion colors, only wash in the coldest water possible to reduce fading.
- ☐ **3. Sleep with a silk pillowcase and bedsheets, and prepare your hair for sleep.** Silk is a natural, smooth, cool fiber. These characteristics make it ideal for preserving extensions, as they prevent sweating and tangling by reducing the heat and friction between your hair and pillow. To prepare your hair for sleep, ensure that it is dry, and braid it to keep it from tangling.
- ☐ **4. Brush often.** Brush your hair multiple times a day with a wide-toothed detangling comb or a paddle brush. To brush your extensions, begin by choosing a small hair section. Hold the base of your extensions with one hand to prevent tugging, then gently brush the extensions, starting with the ends and then gradually moving to the roots.

- ☐ **5. Avoid heat-styling, and use heat protectant.** Heat-styling your hair will reduce the lifetime of your extensions. When heat-styling, maintain the temperature under 275°F, and always use a clear (non-tinted) heat-protectant spray. If you use temperatures above 275°F to style your hair (and if your hair has any oils, serums, or even natural oils), it will fry just as food does when placed in hot oil.
- ☐ **6. Frequently hydrate your extensions with a moisturizing mask.** Use a moisturizing mask on your extensions weekly, and consider using a serum or oil on the ends daily. However, avoid using tinted oils on light-colored extensions, as the tint may color the extensions.
- ☐ **7. Avoid swimming.** Maintaining extensions is fundamentally about retaining moisture. Both chlorine and saltwater found in pools and hot tubs cause hair to lose its moisture almost immediately. Dry hair causes cuticle expansion, which leads to tangling, matting, split ends, and breakage. So avoid swimming in pools, hot tubs, and even oceans.
- ☐ **8. Avoid sunscreen with avobenzone.** Avobenzone is an ingredient used in sunscreen to absorb UV rays. However, this ingredient is harmful to hair and will tint your extensions. Instead, opt for mineral-based sunscreens.
- ☐ **9. Schedule and attend service appointments.** Because your hair is continually growing, your extensions will move away from your scalp over time. To avoid matting, the extensions must be moved back up closer to the scalp. In addition, hair is constantly shedding, and your hair that has naturally shed must be released from the bonds holding in the wefts. So, to maintain your best look possible, schedule and attend maintenance services and move-up appointments with your Stylist. (Refer to your Stylist to know how often you should schedule these appointments.)

09 Signatures

By signing below, I warrant that I have read and understood and accept the terms of this Agreement.

STYLIST	CLIENT
Name	Name
Signature	Signature
Date	Date

Template only. Not legal advice. Local requirements vary. Drop Dead Extensions is not a contracting party.

Schedule A

Services to be performed and costs.

SERVICES TO BE PERFORMED AND COSTS	
ESTIMATED NUMBER OF HOURS	TOTAL ESTIMATED COST OF SERVICE
ADDITIONAL COSTS OR ADD-ONS	HOURLY RATE FOR ADDITIONAL SERVICES
NON-REFUNDABLE RETAINER (50%, APPLIED TO FINAL SERVICE AMOUNT)	MAINTENANCE AND MOVE-UP COSTS
NOTES	
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