

## Pangaea Salon Refund/Redo Policy

### Services:

We take great pride in, stand by, and guarantee our work at Pangaea Salon. However, if you are unsatisfied YOU MUST CONTACT THE SALON WITHIN 5 DAYS TO EXPRESS YOUR DISSATISFACTION. We would like you to consult and communicate with your service provider to come up with a solution. Our Pangaea management team is also happy to help provide other alternatives. The client MUST return to the salon for the work/results to be evaluated and inspected to determine if the dissatisfaction is warranted. If a client is unwilling to return to Pangaea Salon for review/evaluation, then the complaint is considered meritless and nothing else will be done. Pangaea Salon reserves the right to enlist the services of employees other than the initial service provider to fix, correct, and otherwise work with the client to achieve a satisfactory service resolution. CLIENTS WILL BE CHARGED FOR ALL PRODCUTS USED DURING THE REDO OF THE SERVICE, however they will not be charged for the time spent to correct the service. Redo services must be scheduled and performed within 15 days of first service. Pangaea Salon does not offer refunds on any services provided by any stylist.

### Products:

Products can make or break a hair style and we know how important it is to take home a product that you love. At Pangaea Salon we want to make sure you are 100% satisfied with your products. If you are not in love, then please bring them back in. Products that are “gently used” may be exchanged for a product of equal or lesser value provided the product is returned within 15 days. Management will appropriately evaluate and make the final decision on any products returned where there is a discrepancy on how much was used. Pangaea Salon does not offer refund on any products purchased.

Thank you for viewing and supporting our policies criteria and salon.