



## **Color Correction Information**

### **WHAT IS A COLOR CORRECTION?**

A Color Correction will: fix botched home hair color and other color disasters, remove unwanted hues, help restore your hair's health, create subtle tonal shifts, lighten or darken damaged hair, or return your color to its natural shade.

### **WHY DO I NEED A COLOR CORRECTION?**

Corrective hair color is a process and service that **MUST** be performed by a professional hair colorist to correct any and all damage that may have been caused by a previous color service gone wrong.

### **WHAT SHOULD I EXPECT FROM THE APPOINTMENT?**

When a client comes to us for corrective color services, they usually have had previous color services performed on their hair which have created an unsatisfactory result, and it is important to realize the damaging effects that may have had on your hair. Your hair is potentially in a stressed and weakened condition when you walk through the door. It will require lots of TLC, and maybe even some work from you at home prior to the appointment. Expect to spend a day with us, as the appointment might be anywhere from 2-4 hours long depending on the circumstances. It is important that you pay attention to your colorist's advice and ask questions during your initial consultation.

### **CAN I ACHIEVE MY DESIRED LOOK IN ONE APPOINTMENT?**

Because of the caution necessary to perform services on fragile hair, it could take several visits to achieve the final result. This is due to the fact that these new services that we perform may break or further damage your hair if there is not ample time between processes to allow your hair to strengthen and repair itself (that could mean 6-8 weeks between appointments to allow it to heal). Only after we've gathered all the facts do we determine the best plan or action. It may take more than one appointment or even several weeks, but we'll get you there.

*\*\* Please note that the number of visits required to achieve the desired look, cannot always be determined until the process is started.*

### **HOW MUCH WILL IT COST?**

Due to the nature of the service, there is not a set price for corrective color. The cost is determined by the amount of work necessary to achieve the desired result. Therefore, no refunds will be given after one salon visit if additional visits are needed to achieve the final desired result for corrective color.

### **CANCELLATION POLICY:**

Due to the significant portions of time our stylists set aside to do color correction/specialty color services, we have a 48 hour cancellation policy for these appointments. At the time of booking we will collect your card information (via this form or in person following a consultation), and should you cancel with less than 48-hours notice, a \$50 non-refundable fee will be charged to your account.