

# Vivid Hair Extensions after-care information

## PLEASES READ THROUGH CAREFULLY!!

Your extensions are 100% human hair, but that doesn't mean that they require the same treatment as your own.

What many clients tend to forget is that although the hair is semi-permanently attached to your own hair, the hair is still false and requires its own special after-care.

Below is a list of do's, don'ts and products that are recommended for you to use. Many of these products can be found in your local store e.g. Boots. If you do have any questions or concerns in regards to your extensions that may need specialist products or care, please contact the Vivid Team immediately.

## Looking after your extensions

Once your extensions have been placed in your hair, do allow up to 48<sup>hrs</sup>, or in some cases if the client is hyper sensitive, even a week for your hair and scalp to adjust to the new found weight. If after this time you are still having some discomfort, it could be that you are overly sensitive on your scalp area and so it's best that you see us immediately. **(NB: during pregnancy, risk of this happening escalates. If you are or think you're pregnant – you must disclose this to your technician).** You could require some length taken off, weight taken out of them or in extreme cases, your extensions may need to be removed (This is very rare).

Leave it at least 48<sup>hrs</sup> after a new set to wash them and for those who may be on to your second set, this will feel thinner than your last set.

Try not to wash the hair anymore than once a week. This is **GOOD** for your own hairs condition too.

When brushing your hair, do take care and try to separate and hold the hair, brushing from the bottom and working your way to the root to remove any knots. Do not be scared to brush from the root with Vivid's detangling brush.

**ALWAYS** brush styling products out of extensions before washing the hair. When sleeping, try to leave hair in a loose, low ponytail or plait. This will help to stop matting and knotting from movement in bed.

When shampooing and conditioning hair, try to only wash the extensions once a week. Wash in an upright position, e.g. in the shower.

Once clean; towel dry, squeeze out excess water and pat dry. **DO NOT RUB THE HAIR TOGETHER!**

**PLEASE ALWAYS** use a styling serum, oil or cream before drying.

**NEVER** sleep or do anything without at least drying the **ROOTS** of your extensions first. Ideally, hair should not be wet when sleeping.

**NEVER, EVER** remove any extensions by picking or applying heat.

Remember, the average person loses between 150-300 natural hairs a day, some more than this! This is why it's important to make sure you separate your hair by brushing and using your fingers when washing so that any loose hairs can come away and prevent matting. **PLEASE, PLEASE, PLEASE** do not panic when the extensions start to fall out and you see 'tufts' of your own hair attached to the bond. In the space of 20 weeks this could happen a lot or not at all, but if you do feel you are losing excess hair or your scalp is sore/irritable, **PLEASE CONTACT THE VIVID TEAM IMMEDIATELY!** If you experience any of these symptoms within 72<sup>hrs</sup> of installation, again, please contact us immediately.

## Colouring your roots or extensions

**DO NOT USE** home box dyes. We cannot guarantee how these will affect the condition of your extensions, and the manufacturers guarantee will be invalidated.

If you're having foils or bleach, we recommend you have your hair line and T-section done.

Toning, Darkening or Semi-Permanents must be conducted by a trained professional. Do not use a peroxide level higher than 6%.

## How long can I wear them for?

At Vivid we **DO NOT** encourage you to wear your pre-bonded extensions for any longer than 4-5 months (up to 20 weeks).

We do offer a free maintenance appointment after 8 weeks if you require it.

During the Winter months, you may find extensions become dry, static and tangle a little, especially if you have blonde hair. This is perfectly normal, but please feel free to contact us should you have any concerns.

## For those of you going on holiday abroad or locally

Try to keep your extensions dry and out of the sun by wearing a hat etc.

When swimming either in the sea or in a pool, **ALWAYS** put on or run through leave-in or normal conditioner (see product list). This will help to act as a barrier from the sea water or chlorine.

**ALWAYS** shampoo and condition your hair after swimming or visiting a beach.

**DO NOT USE MOROCCAN OIL.** Moroccan Oil contains linseed oil which in the sun can turn blonde or light hair orange.

Unfortunately, due to climate and the use of different chemicals, travelling abroad will invalidate your guarantee.

## Product list

Vivid has its own range of after-care products that are **ALL** extension friendly. Please talk to your stylist about after-care packages and styling products.

**DO NOT USE ANY OF THESE:** TIGI Range, Treseme, Head & Shoulders, Vosene, Herbal Essence, Fructis or any **STRONG** dandruff shampoos. These contain certain acids/sulphates and detergents that disintegrate the bond and leave it sticky like chewing gum, thus matting your own hair. If this happens **PLEASE CONTACT THE VIVID TEAM IMMEDIATELY!** An emergency appointment will be made for you and there will be a cost at stylists discretion.

Client name:.....

Client signature:..... Date:.....

Stylist name:.....

Stylist signature:..... Date:.....

**IMPORTANT:** Vivid Hair Extensions prides itself on its customer service and we will strive to do anything to help our clients should they not be 100% happy with the service we provide. We use three well branded suppliers of hair – Beauty Works, Additional Lengths and Bonita Hair. All of the hair we use comes with a warranty from our supplier and they guarantee the quality of the hair they supply to their stockists. Vivid Hair extensions, Hannah Tylaa and any member of the team CANNOT be held responsible for the condition of your own hair or the extension hair after the extensions have been fitted. Like anything you buy, the extensions are now YOUR property and YOUR responsibility once they are attached. If within 72<sup>hrs</sup> you are not FULLY satisfied, please contact us straight away to discuss how we can help or remove them if you wish FREE OF CHARGE and we will issue you a full refund. However, After 72<sup>hrs</sup> there are no money back guarantees as the hair cannot be reused, issues with quality or how your extensions have been fitted would arise within this time. Refunds will not be possible if you fail to inform us that you are pregnant or suspect that you are pregnant, on any medication that could cause hair-loss or suffer from any known illness that may also cause hair-loss at the time of fitting. We are unable to test ALL known products available on the market. If in doubt and you use something that has not been recommended, we cannot be held responsible for the condition of the extensions or your hair.

