



Thank you For Choosing Vivid Hair! Our Award-winning team is trained to the highest level to date to ensure that you get the best method of extensions to suit you and your life style!

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 and don'ts and products that are recommended for you to use. If you have any questions or concerns regarding hair extensions, either before or while wearing them – Please talk to a member of our highly-qualified team.

### Looking after your extensions:

Once your extensions have been placed in your hair, do allow up to 48hrs, or in some cases if you are hyper sensitive - a week for your hair and scalp to adjust to the new 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 your pregnancy, risk of this*

*happening escalates. If you are or you think you're pregnant - you must disclose this to your technician. You could require some length taken off, weigh taken out of them or in extreme cases, your extensions may need to be removed (this is very rare)!*

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

Try not to wash the hair any more than once a week. This is GOOD for your own hairs condition too but over washing your extensions will cause them to dry out and we cannot guarantee the length of time the hair will then last.

Try not to exceed or over use products like shampoo/Conditioner and ALWAYS give yourself extra time to ensure you have rinsed and removed any excess out of the hair and scalp. Failure to do so, can cause the bonds to erode and the hair will begin to shed. With Micro rings and Tape, this can cause them to come away altogether and you will need extra maintenance appointments.

ALWAYS wash your hair with the flow of the water as this will limit knotting.

Once Clean, always pat dry and then detangle hair with our extension brush. DO NOT RUB HAIR TOGETHER AS THIS WILL CAUSE MATTING

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 – Its designed to remove natural shed and help maintain your hair and scalps health.

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.

PLEASE ALWAYS use a styling serum, oil or cream before drying, your stylist can advise you on the best products for this.

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

Micro Rings, Tape and The Weave Method require specific maintenance. Each client is different and You will have advised by your stylist when you will be needed back to keep your hair extensions looking there

Best and ensure the condition of your own. You will be expected to take this advice, book the Appropriate appointments and attend them as specified. Failure to do so may invalidate any guarantee On the length of time your expected to keep your extensions in.

NEVER EVER remove any extensions by yourself! Do Not remove them by picking or applying heat.

Remember, the average person loses between 150-200 natural hairs a day, some more than this! Therefore, it's important to make sure you separate your



### COLOURING WITH HAIR EXTENSIONS:

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

We can only Guarantee your hair extensions if your colouring has been taken on by one of the Vivid Hair Team. This is due to the fact all our technicians have been trained in the correct application and removal of colour to ensure th: Your extensions will not get damaged.

If you're having foils or bleach, we will only colour your hair line and T-section.

hair by brushing and using your fingers when washing so that any lose 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 the

symptoms within 72 hrs. of installation, again, please contact us immediately.

We will not bleach or Lift any Hair Extensions. Any Toning or darkening will not be done on a peroxide level above 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. It is Your responsibility to book and attend this. Failure to do so, we cannot be held responsible for any ongoing issues.

Blonde hair extensions quality is not of the same standard as dark hair due to the process is goes through to obtain i Colour. This makes the extensions naturally dryer and so you may require more maintenance and the period of which you wear a full set can only be guaranteed up to 12 weeks. Any Longer is dependent on how the hair is maintained ; client's lifestyle.

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:

**\*\*Vivid Hair and Our Affiliated suppliers will not guarantee any of their extensions while abroad. This is due :** many factors that are out of our control that can cause changes to the condition of the hair.

Try to keep your extensions dry and out of the sun by wearing a hat etc. Blonde hair is prone to colour changes unde High levels of UV – Including the use of Sunbeds. Please contact a staff Member if you have concerns.

When swimming either in the sea or in a pool, ALWAYS put or run through leave-in or normal conditioner (*please peak to a stylist who will advise you the best products*). 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 ON LIGHT BROWN OR BLONDE HAIR! Moroccan oil contains linseed oil which react under UV light, turning hair orange.

### Products:

Vivid Hair Northampton and our affiliated Partners can only guarantee the quality of the extensions if you use the products endorsed by stylist at the time of your appointment.

Vivid Hair Northampton stock and retail your required aftercare and will not be held responsible for your Hair extensions condition should you purchase anything else outside of our salons without prior consent from one o qualified stylists.

### Finance:

If you are opting for the finance Option that Vivid Hair Northampton offer that your agreement is with the company Pay L8r. Your financial agreement is with Pay L8r and not with Vivid Hair Northampton and all repayments are made to them directly. Any issues with your repayments will need to be addressed directly with Pay L8r. Pay L8r endorse the refund policy of the business Vivid Hair Northampton. Our Full Refund policy can be found on our website and it is not the responsibility of Vivid Hair Northampton to ensure you have read these fully before signing this aftercare agreement.

Client name:.....

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

Stylist name:.....

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