

REFUNDS AND SERVICE ADJUSTMENTS POLICY

The Edit Salon & Co

Last updated: 30th December 2025

This Refunds and Service Adjustments Policy applies to all services provided by The Edit Salon & Co. It is designed to operate fairly for both clients and the business and complies with the **Australian Consumer Law (ACL)** and **Fair Trading South Australia requirements**.

1. Our Commitment

- 1.1 We are committed to providing services with due care, skill, and professionalism.
- 1.2 We encourage open communication and aim to resolve any concerns promptly and reasonably.

2. Change of Mind

- 2.1 We do not provide refunds for change of mind.
- 2.2 This includes situations where a client:
 - Decides they no longer want the service
 - Is unhappy with the outcome based on personal preference
 - Changes their mind after the service has been completed

This is permitted under Australian Consumer Law.

3. Service Concerns and Adjustments

- 3.1 If you are unhappy with a service outcome, you must notify us within **7 days** of your appointment.
- 3.2 Concerns must be communicated directly to The Edit Salon & Co and not through third-party platforms or social media in the first instance.
- 3.3 Where appropriate, we may offer a **complimentary adjustment or correction**, to be performed by the original stylist or another nominated stylist.

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3.4 Adjustments are provided at our discretion and are subject to assessment of hair condition, history, and suitability.

3.5 We do not provide refunds where an adjustment is a reasonable remedy.

4. Exclusions

4.1 Refunds or adjustments will not be provided where dissatisfaction arises due to:

- Incomplete or inaccurate disclosure of hair history
- Previous box dyes, home treatments, or chemical services not disclosed
- Failure to follow aftercare advice
- Changes in colour or condition due to lifestyle factors, swimming, heat styling, or home products
- Services altered by another salon or individual after your appointment

5. Major Failures

5.1 Under Australian Consumer Law, a **major failure** occurs where a service:

- Would not have been acquired by a reasonable consumer if they had known about the issue
- Is substantially unfit for its intended purpose and cannot be remedied within a reasonable time
- Is unsafe

5.2 In the event of a major failure, you are entitled to a remedy in accordance with Australian Consumer Law, which may include a refund or other appropriate remedy.

6. Minor Failures

6.1 Where a service has a **minor failure**, we are entitled to remedy the issue within a reasonable time.

6.2 This may include an adjustment, correction, or re-service.

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7. Refund Method

7.1 Approved refunds will be processed using the original payment method where possible.

7.2 Refunds will not be provided in cash where payment was made by card or electronic means.

8. Gift Vouchers and Promotional Services

8.1 Gift vouchers are not refundable and are subject to our Gift Voucher Policy.

8.2 Promotional or discounted services are subject to the same consumer guarantees as full-price services.

9. Consumer Law Notice

9.1 Nothing in this policy excludes, restricts, or modifies any rights you have under the Australian Consumer Law.

9.2 This policy operates in addition to your statutory rights.

10. Contact

For questions regarding this policy or to raise a service concern, please contact:

The Edit Salon & Co

Adelaide, South Australia

 admin@theeditssalon.com.au

 1300 313 213
