

HAIR EXTENSION AFTERCARE GUIDE

Hello and thank you for reading my aftercare guide, I want all my extension clients to walk out of my salon feeling a million dollars. MY hairdressing standards are high & so is the service I offer. By following my guide you will enjoy many months of amazing hair extensions.



I can't wait to transform your hair!

Love Rebecca Banham xx

DAILY CARE

- **Within the 1st few days of having extensions, they will feel a little tight, to begin with, & take a bit of getting used to.**
 - **Avoid high ponytails for the 1st 2 weeks to allow yourself time to get used to how they feel & settle in before attempting that high ponytail.**
 - **All clients will be offered a complimentary wash blow-dry appointment around 2 weeks after your 1st fitting in this appointment. I will give practical tips on hair washing, blow-drying & checking that you are happy & enjoying your amazing new hair.**
 - **Hair extensions must be brushed through before shampooing to avoid any matting & to ensure hair is free from any tangles & debris.**
 - **Secure the hair at the root area with one hand whilst detangling to avoid any pulling or tension to the hair extension connection & natural hair.**
 - **Always use the complimentary soft bristle brush**
 - **Avoid brushes with bobbles & hard bristles such as tangle teasers & wet brushes particularly around the root area as they will cause slippage & scalp discomfort. (Hard brushes can be used on the length just not the root)**
 - **Brush your scalp gently every day to keep your extensions clean & your scalp healthy.**
- Hair extensions can be itchy due to the shedding of your natural hair, don't use sharp fingernails to scratch as this can cause sores to appear or inflammation. Aloe Vera can be applied to relieve the itching.**

(Hormones & medication changes can also affect your hair and results of extensions please let me know if anything has changed before your re-fit with me)

SLEEPING

- I advise a silk pillowcase or sleeping cap - you will receive a complimentary silk cap with your new hair this is to reduce friction whilst sleeping & always wear your hair in a loose plait to reduce tangles.
- Never ever go to bed with wet hair this will cause matting.
- Hot sweats can also cause matting

WASHING & STYLING

- When shampooing your extensions shampoo vertically not horizontally or in a circular motion as they will create fewer tangles - allow the shampoo lather to wash the ends of the extensions as its being rinsed through never scrub the extensions as it can cause matting.
- Avoid conditioners around the root area & only shampoo the roots & scalp of your hair.
- Daily washing isn't recommended for hair extensions 2-3 days between washing your hair is what I recommend -dry shampoos can also be used on your natural hair.
- Woke up & hair is slightly out of shape? a couple of sprays of water apply heat spray & blow-dry will refresh your style and straighten if needed.
- If your hair is prone to being greasy, I recommend more frequent washing to avoid the build-up of natural oils which then can cause bead slippage.
- I recommend washing hair in an upright position in the shower.
- When hair is wet comb gently using a wide-tooth comb whilst securing the root area, always use leave-in conditioner whilst combing when wet.
- I recommend using a microfiber towel to absorb excess moisture to reduce drying time.
- Heat protection sprays must be used BEFORE DRYING & USING HEAT APPLIANCES
- Your hair will need styling more regularly with hair washing & drying taking a lot longer whilst wearing extensions so plan when you will need to wash your hair.
- Blow-dry the hair extensions from root to tip to encourage cuticles to lie flat for a smooth finish.
- Extensions must be dried at the roots to avoid matting & any skin irritation.
- Do not flip your hair extensions upside down to dry this will cause tension.

PRODUCTS

Non-professional (supermarket) hair products are not suitable & some professional products aren't suitable for hair extensions this is why my hair extension service is fully inclusive of the correct aftercare products needed to keep your amazing hair looking fabulous.

I stock all the correct products instore & via my online shop



RECOMMENDED ELECTRICALS

To extend the lifespan of your extensions & create amazing results at home I recommend babyliss heated tools as they have heat control settings.

They glide through the hair with minimal heat protecting your fabulous new hair.

I stock this salon range instore & in my online shop

HAIR WARRANTIES & LIFESPAN

Hair warranties start from the date of hair purchase.

Remi Cachet has a scheme in place called Hairsurance® you will be covered by their 6-month warranty as this is included in your original hair cost & refit appointments.

The warranty will cover- Dry Hair; Tangling; Matting; Breakage; Shedding; Tip Breakdown; Tape Adhesive Issues- but doesn't cover colour fading as this happens naturally to colour hair as they fade as our own hair does.

Without this scheme, I will be unable to send back any Remi Cachet hair that has developed a fault as I will have to provide proof of purchase for the aftercare products to uphold the warranty.

'Hair kings' warranty is 30 days from the date of hair purchase with their recommended aftercare which I include in the cost of the hair.

Prestige is 6 months from date of hair purchase with the use of the correct hair products which i will need proof of purchase for should any claim be made.

ALL WARRANTIES EXCLUDE WEAR AN TEAR & COLOUR FADE

Non- professional (supermarket) hair products are not suitable for hair extensions.

Tresemme/oxy/John Frieda/Herbal essence/elvi are all examples of non-professional products these brands are not sold in a professional salon.

It is important to use shampoos & conditioners formulated especially for 'hair extensions or ones recommended by your stylist. FAILURE to use correct products will reduce the lifespan of your hair extensions & void any warrantees

LIFESPAN OF EXTENSIONS DEPENDANT ON HOME CARE & LIFESTYLE (NOT WARRANTY)

REMI CACHET ELEGANCE AROUND 12 MONTHS

REMI CACHET LUXURY 6 MONTHS PLUS

HAIR KINGS 6 MONTHS PLUS

PRESTIGE AROUND 12 MONTHS

FADING

FADING NATURALLY OCCURS WITH ALL TYPES OF HAIR EXTENSIONS

- **DUE TO THE WAY IN WHICH HAIR EXTENSIONS ARE COLOURED THEY WILL NATURALLY FADE SIMILAR TO HOW NORMAL HAIR THAT'S COLOURED FADES FROM SUNLIGHT, HEAT STYLING ETC PARTICULARLY ASH TONES SOME BROWN SHADES WILL FADE OVER TIME AND REVEAL THEIR BRASSY UNDERTONES PARTICULARLY IN THE SUMMER MONTHS.**
- **SOME LIGHT ASH SHADES FOR EXAMPLE 9/5/ & 9/55 WILL GO BRASSY (ORANGE) OVER TIME WITHIN THE SUMMER MONTHS THIS MAY HAPPEN IN AS LITTLE IN AS 2-8 WEEKS.**
- **FADING IS EXCLUDED FROM WARRANTY AS IT OCCURS NATURALLY -**
- **USE OF TONER SHAMPOOS WILL VOID ANY MANUFACTURES WARRANTY DEPENDING ON THE BRAND USED.**
- **CAUSES OF FADING INCLUDE SUNSHINE, HEATED APPLIANCES, AND HARD WATER.**

RECOLORING COSTS WILL BE QUOTED FOR AS AND WHEN FADING OCCURS - CLIENTS WILL NEED TO FACTOR IN THIS COST WHEN WORKING OUT THEIR BUDGET FOR HAVING HAIR EXTENSIONS.

- **FOR SOME CLIENTS THIS RECOLOURING SERVICE WILL NEED REPEATING EVERY 4-12 WEEKS DEPENDING ON MY CLIENT'S LIFESTYLE & AFTERCAREOR NEW HAIR MAY NEED TO BE PURCHASED.**



REFITS

- **YOU MUST ATTEND YOUR REFIT APPOINTMENTS DAMAGE TO YOUR NATURAL HAIR CAN HAPPEN IF YOU DON'T ATTEND THEM.**
 - **MY REFITS INCLUDE COMPLIMENTARY TOP-UP AFTERCARE PRODUCTS TO THE VALUE OF £25.00**
 - **EVERY 6-8 WEEKS (DEPENDING ON YOUR NATURAL HAIR GROWTH & METHOD CHOSEN) YOU WILL REQUIRE MAINTENANCE-THESE APPOINTMENTS MUST BE ATTENDED OR DAMAGE WILL OCCUR TO YOUR NATURAL HAIR. THESE APPOINTMENTS WILL BE BOOKED IN ON YOUR 1ST FITTING WITH ME & ALL COSTINGS WILL BE DISCUSSED & NOTED ON YOUR RECORDS ON YOUR IN-PERSON CONSULTATION APPOINTMENT & FITTING.**
 - **REMOVAL INVOLVES CAREFULLY REMOVING ALL HAIR EXTENSIONS AND BRUSH YOUR NATURAL HAIR THAT'S SHED, WHICH IS APPROX 4000-5000 STRANDS ON THE AVERAGE LENGTH FITTING**
 - **I WILL REPLACE THE HAIR EXTENSIONS WITH NEW BEADS/THREAD OR TAPES DEPENDING ON YOUR METHOD.**
 - **I WILL CAREFULLY INSPECT YOUR SCALP TO CHECK YOU HAVEN'T GOT ANY SIGNS OF UNDERLYING SCALP CONDITIONS-IF I THINK THERE IS A ISSUE I WILL RECOMMEND A TRIP TO YOUR GP & WILL OFFER A REFIT WHEN SUITABLE.**
 - **ROTATION OF EXTENSIONS- I WILL SLIGHTLY CHANGE THE FITTING POSITION OF EXTENSIONS EACH TIME TO ENSURE MAXIMUM SCALP HEALTH THIS WILL MEAN ON OCCASION I WILL NEED TO CUT YOUR EXTENSIONS TO ALLOW FOR THIS.**
 - **NEW PACKS OF EXTENSIONS MAY BE NEEDED FROM TIME TO TIME DUE TO THE ROTATION OF EXTENSIONS**
 - **FROM TIME TO TIME I MAY RECOMMEND YOU HAVE A BREAK FROM HAIR EXTENSIONS (DUE TO HAIR & SCALP HEALTH). I WILL DISCUSS THIS WITH YOU IF REQUIRED.**
 - **RE-TIPPING MAY BE REQUIRED ON NANOS & MINI TIPS WHICH IS AT A COST TO MY CLIENT**
 - **HAIR EXTENSIONS ARE NOT DAMAGING TO THE NATURAL HAIR IF THEY ARE APPLIED, MAINTAINED & REMOVED CORRECTLY.**
 - **OUR HAIR NATURALLY SHEDS BETWEEN 50 & 100 STRANDS PER DAY THIS LOOSE HAIR GETS TRAPPED IN THE HAIR EXTENSION CONNECTION & IS VISIBLE AT THE ROOT AREA THIS HAIR IS REMOVED DURING YOUR MAINTENANCE APPOINTMENTS.**
 - **AT THESE APPOINTMENTS YOU MAY CHOOSE TO HAVE YOUR ROOTS RE-TOUCHED & HAIR CUT TO KEEP YOUR NATURAL HAIR HEALTHY.**
 - **VOLUME FITS- YOUR NATURAL HAIR WILL BE CUT TO MATCH UP WITH YOUR EXTENSION LENGTH, REPLACEMENT LONGER HAIR WILL BE NEEDED IF YOU WISH TO GROW YOUR NATURAL HAIR.**
 - **ALL CLIENTS WILL BE OFFERED FREE MINI-MAINTENANCE APPOINTMENTS WHICH CAN BE BOOKED WHENEVER YOU NEED ONE VIA MY BOOKING SYSTEM ONLINE OR VIA CONTACTING ME ON 07900934134.**
 - **IF YOU DON'T ATTEND YOUR MAINTENANCE APPOINTMENTS DAMAGE MAY OCCUR TO YOUR NATURAL HAIR & EXTENSIONS.**
- ANY HAIR EXTENSIONS YOU LOSE CAN BE REAPPLIED DURING YOUR MAINTENANCE APPOINTMENTS.**
- **IF YOU DECIDE YOU WANT TO HAVE A BREAK FROM EXTENSIONS, A COMPLEMENTARY CUT & FINISH WITH REMOVAL WILL BE OFFERED.**
- FOR DAMAGE-FREE REMOVAL YOU MUST RETURN TO ME TO PERFORM THE THE REMOVALWHICH IS COMPLIMENTARY WITH A CUT & FINISH.**
- I TAKE NO RESPONSIBILITY FOR 3RD PARTY REMOVAL EG WITH ANOTHER HAIRDRESSER**
- ANY ADJUSTMENTS TO HAIR EXTENSIONS DUE TO POOR AFTERCARE WILL BE CHARGED AT MY HOURLY RATE OF £45 PER HOUR.**

HAIR ROTATION & BREAKS FROM EXTENSIONS

- Each time I refit your hair extensions I will fit them in a slightly different place this gives your scalp a break, this is so you can enjoy many weeks of wearing your extensions.
- As I move the hair around your head additional packs of hair may be required during the lifespan of your hair due to placement changes.
- Particularly on volume fittings.
- The length of your extensions will also reduce at each fit & thickness of the extensions will reduce as your hair gets older.



DON'T'S

- **DON'T GO TO BED WITH WET HAIR OR LEAVE YOUR HAIR WET FOR PROLONGED PERIODS OF TIME WITHOUT DETANGLING IT.**
- **DON'T ATTEMPT TO REMOVE OR ADJUST ANY HAIR EXTENSIONS YOURSELF.**
- **DON'T LEAVE YOUR HAIR EXTENSION REFIT LONGER THAN 6-8 WEEKS WITHOUT MAINTENANCE APPOINTMENTS -THIS CAN CAUSE DAMAGE TO YOUR NATURAL HAIR.**
- **IF YOU WEAR A HELMET FOR SPORT HORSE RIDING/MOTORSPORT ETC THIS CAN CAUSE TENSION TO HAIR EXTENSIONS & YOUR NATURAL HAIR SO AVOID WEARING HELMETS WHILST YOU HAVE YOUR EXTENSIONS IN. IN MOST CASES A ADJUSTABLE HELMET WILL BE REQUIRED.**

GOING ON HOLIDAY ABROAD, HOT TUBS, GYM & SPORTS ACTIVITIES WILL VOID YOUR MANUFACTURES WARRANTY ANY DAMAGE THAT OCCURS REPAIR COSTS WILL BE MET BY YOU THE CLIENT.

I RECOMMEND YOU REMOVE YOUR HAIR EXTENSIONS PRIOR TO A HOLIDAY IN A HOT CLIMATE.

- **HAIR EXTENSIONS CAN BE AFFECTED BY CHLORINATED & HARD WATER AND WATER WITH A HIGH MINERAL CONTENT, PRODUCTS CONTAINING AVOBENZONE WHICH IS IN SUN CREAM CAN DAMAGE YOUR HAIR EXTENSIONS & DISCOLOUR THEM.**
- **DO NOT GET SEA/SALTWATER ON YOUR HAIR EXTENSIONS**
- **HOT TUBS & SWIMMING - YOUR HAIR MUST BE KEPT OUT OF CHLORINATED WATER BY WEARING A SWIMMING CAP.**
- **IF YOUR HAIR GETS WET FROM THE SWIMMING POOL OR HOT TUB IT MUST BE WASHED IMMEDIATELY AFTER GETTING OUT OF THE POOL**
- **AT THE GYM - PLEASE WASH YOUR HAIR AFTER YOUR WORKOUT TO REMOVE IMPURITIES AS THIS WILL DISCOLOUR YOUR EXTENSIONS.**
- **TAPE EXTENSIONS ARE NOT SUITABLE FOR HOT CLIMATES AS THE GLUE CAN BECOME SOFT & CAUSE THE EXTENSIONS TO SLIP.**



HAIR EXTENSIONS *by*
REBECCA BANHAM

RETURNS & COMPLAINTS POLICY

- Once fitted hair extensions cannot be refunded - due to hygiene reasons.
- After colour matching - please don't change your colour in any way as the chosen shade will no longer match.
- Unopened packets of hair can be returned within 28 days the client will have to pay the return postage cost of £9.99 & and then I will issue you with credit this can take 2-3 weeks
- Have extensions fitted and changed your mind? - book in for a complimentary cut & and finish with removal. I will store your hair for 12 weeks after removal after that date they will be sent away to be recycled or I can post them out to you at a charge of £10.00
- If you don't look after your hair extensions correctly, I will remove them, and I may refuse to refit them.
- If hair develops a fault, I will require proof of purchase to show you have used the correct aftercare products.
- I may also wish to inspect the products & and see receipts for the products you have been using.
- if the correct products have been used. I will remove the hair free of charge & and file a fault claim with my supplier.
- This process can take a few weeks while they decide on what action to take.
- If they find a fault new hair or refund will be provided, you will also be offered a free refit if new hair is provided for me to refit.
- Bespoke coloured hair is exempt from all warranties & return policy's
- My complaints policy is available on my website www.rebeccabanham.co.uk



Enjoy your
new hair,

Love Rebecca xx