

I Lash & Brow Policy

1. Appointment Scheduling and Cancellations

- **Booking:** Appointments can be scheduled via phone, email, or our online booking system. A 50% deposit may be required to secure your appointment, especially for longer or more complex services.
- **Cancellations:** To cancel or reschedule an appointment, please provide at least 24 hours' notice. Failure to do so may result in the forfeiture of your deposit.
- **No-Shows:** Clients who fail to attend their scheduled appointment without prior notice will forfeit their deposit. Repeated no-shows may require prepayment for future appointments.

2. Payment and Fees

- **Payment Methods:** We accept various forms of payment including cash, credit/debit cards, Venmo and Zelle.
- **Service Fees:** Prices are subject to change without notice. All services are subject to applicable taxes.
- **Gratuities:** Gratuity is not included in the service price and is appreciated for exceptional service.

3. Health and Safety

- **Consultation:** All clients must complete a thorough consultation form prior to their service. This form includes questions about health conditions, allergies, and any other relevant medical information.
- **Sanitation:** We adhere to strict sanitation and hygiene standards. All tools and equipment are sterilized before each use, and disposable items are used where appropriate.
- **Client Health:** Clients experiencing any symptoms of illness or infection should reschedule their appointment. We reserve the right to refuse service if we believe there is a risk to health and safety.

4. Service Satisfaction

- **Aftercare:** Detailed aftercare instructions will be provided for all services. It is crucial to follow these instructions to ensure the best results and avoid complications.
- **Complaints:** If you are dissatisfied with your service, please inform us within 5 days of the appointment (2 days for eyelash extensions). We will work to address your concerns and, if necessary, offer a resolution, which may include a complimentary touch-up or partial refund at our discretion.

5. Refunds and Returns

- **Refunds:** All sales are final. Refunds are only issued under exceptional circumstances, such as a significant error on our part or unsatisfactory results that have not been addressed through aftercare or corrective measures.
- **Product Returns:** Products purchased at our shop can be returned or exchanged within 7 days of purchase with a receipt and in their original, unopened condition.

6. Conduct and Behavior

- **Client Behavior:** We strive to provide a professional and respectful environment. Abusive or disruptive behavior toward staff or other clients will not be tolerated and may result in the termination of services and refusal of future appointments.
- **Staff Conduct:** Our team is committed to providing a respectful and professional experience. If you have concerns about the conduct of our staff, please bring them to our attention so they can be addressed appropriately.

7. Changes to Policy

- **Updates:** We reserve the right to update and revise our policies as needed. Any changes will be communicated to clients through our website and in-store notices.

Thank you for choosing I Lash & Brow. We look forward to providing you with exceptional service and an outstanding experience.

Contact Information:

- **Phone:** 845-664-2600
- **Address:** 580 Route 303, Suite 13 - New York, Blauvelt 10913
- **Website:** ilashbrow.com

Effective Date: March 1st, 2024