

RETURNS & COMPLAINTS FORM

NAME:

ORDER NUMBER:

ORDER DATE:

PRODUCT:

COLOUR:

MOBILE:

EMAIL:

DATE OF FITTING:

**FAULT ISSUE DESCRIPTION
(PLEASE ATTACH AND INCLUDE
IMAGES IF POSSIBLE):**

**HAS THE HAIR BEEN COLOURED
OR TONED?**

**HAS A SILVER/PURPLE SHAMPOO
BEEN USED?**

HAVE YOU BEEN ON HOLIDAY?

**PLEASE LIST ALL AFTERCARE PRODUCTS
USED INCLUDING BRAND NAMES**

**HOW MANY TIMES A WEEK DO
YOU WASH THE HAIR?**

**HAS HEAT BEEN APPLIED TO THE
HAIR? IF SO HOW OFTEN AND AT
WHICH TEMPERATURE?**

Disclaimer- please note if any evidence suggests that the information provided isn't correct you will be liable for any charges incurred to the company for this service, thank you.