

Refund and Client Satisfaction Policy

At Aesthetics and Beauty by Sylwia and Peonies Aesthetic we strive to provide exceptional services and ensure the utmost satisfaction of our clients. In light of recent circumstances, we feel it's necessary to clarify our policy regarding refunds, client concerns, and deposit requirements:

1. Refunds: We do not offer refunds for services rendered. As a salon committed to delivering high-quality results, we stand by the

expertise of our professionals and the products we use. Our pricing reflects the value of our services, and refunds are not provided based on personal satisfaction.

2. Client Satisfaction: In the event that a client is dissatisfied with the results of a service, we encourage them to reach out to us directly. We believe in open communication and are committed to addressing any concerns promptly.

3. Face-to-Face Consultation: We require clients who are dissatisfied with their service to schedule a face-to-face consultation with their service provider. This allows us to

fully understand the client's concerns and assess the situation accurately.

4. No Acceptance of Pictures: We do not accept pictures as a means of assessing client dissatisfaction. In-person consultations are necessary to ensure transparency and authenticity in evaluating the client's concerns.

5. Deposit Requirement: A non-refundable deposit of 50% of your treatment is required to secure your appointment slot. This deposit can be modified or transferred to a future appointment up to 24 hours prior to the scheduled visit. Failure to

reschedule within this timeframe will result in the deposit becoming non-refundable.

6. Correction Services: If deemed necessary by the service provider during the face-to-face consultation, we offer complimentary correction services to rectify any issues. Our goal is to ensure that every client leaves our salon feeling confident and satisfied with their experience.

We appreciate your understanding of our policies and commitment to providing exceptional service. If you have any questions or concerns

regarding this policy, please don't hesitate to contact us directly.

Thank you for choosing Aesthetics And Beauty by Sylwia & Peonies Aesthetic for your beauty needs.

Sincerely,

Sylwia Krawczyk owner and beauty consultant of

Aesthetics and Beauty by Sylwia

&

Monika Stępniaak owner and skin care expert of

Peonies Aesthetic