

Please read carefully:

**Pricing Policy:**

On agreement to obtain services from Strandz By Kay, LLC, the undersign agrees to the following:

- Consultation: \$50

**Sisterlocks:**

- Establishment service (up to 2 inches): \$850
  - o Length greater than 2 inches up to 9 inches: \$125 per inch greater than 2 inches
  - o Length greater than 9 inches: \$175 per inch greater than 9 inches
- State of hair i.e. thinning or high density will result in an additional \$150 and up due to the amount work required
- First re-tightening is complimentary within the 3 - 4 weeks after installation. Failure to make your scheduled, complimentary re-tightening will result in the standard maintenance fee being required at your next re-tightening.
- Retightening/Maintenance
  - o \$165 for routine clients
  - o \$195 (1<sup>st</sup> visit) for transfer clients, normal rate afterwards
  - o Routine maintenance is required every 4-6 weeks, depending on growth of hair, to ensure locks are properly maintained. If client is unable to make the routine 4-6 weeks appointment, an additional \$25 will be assessed per week after 6 weeks has elapsed.
  - o If re-tightening requires more than 3 hours due to state of hair, additional fees at the rate of \$60 per hour will be assessed.
- **Prices apply to all clients regardless of age.**
- **Prices are subject to change**

**Additional Services:**

- Shampoo: \$35
- Style: \$25 and up
- Color service: \$100 and up
- **Prices apply to all clients regardless of age.**

\_\_\_\_\_  
Consultant Initials

\_\_\_\_\_  
Client Initials

**Payment Policy:**

StrandzByKay, LLC requires a non-refundable deposit of \$300 to be made in order to reserve a date(s) for establishment services. No reservations will be made until a deposit of \$300 is provided in the form of Cash or Zelle. NO REFUNDS. For Credit/Debit Card users, all fees charged by third party to us, will be added to the client's total and paid by the client at the end of the service. Visit third-party site for additional fee information.

All transactions, whether cash or card, will be signed in agreement that services have been rendered as agreed upon. Any discrepancies will be discussed between the consultant and the client.

**Booking Policy:**

Once customer has agreed to receive services provided by StrandzByKay, LLC, the customer should make every attempt to make their scheduled appointment date and time. (It is preferred that the customer arrive 10 minutes prior). Scheduled dates are subject to change and StrandzByKay, LLC agrees to notify customer as soon as possible in emergency situations.

Kids are not allowed unless being serviced. Please make necessary arrangements prior to arriving.

**Policy agreement will be reviewed prior to providing installation services.**

**Late Policy:**

Customer is responsible for ensuring they are able to arrive on time at the scheduled time. If customer is unable to make the scheduled appointment time, the customer should contact the consultant and notify them at the earliest convenience. After 15 minutes pass the scheduled appointment time, consultant reserves the right to cancel the appointment and assess a \$50 rescheduling/cancellation fee.

**Cancellation Policy:**

If customer is unable to make their scheduled appointment, a 48-hour notification is required to prevent any cancellation fees. StrandzByKay, LLC agrees to work with customer to have services rescheduled for a later date. Failure to notify consultant 48-hour prior will result in a \$50 cancellation fee, added once services have been provided (i.e. cost of services plus \$50). In the case of an emergency, StrandzByKay, LLC will work with customer to reschedule services for the next available opening. Client understands services may be provided across multiple days if client is unable to be present for the initial dates.

This document attests the undersigned has received a consultation from a certified Sisterlocks consultant affiliated with the company Strandz By Kay, LLC. The undersign acknowledge services were rendered as agreed and agrees to provide payment for services in the form of cash,

\_\_\_\_\_  
Consultant Initials

\_\_\_\_\_  
Client Initials

debit, or credit. An additional charge of will be added to all credit card and third-party payments to cover associated processing fees.

**Guarantee:**

Strandz By Kay, LLC, guarantees services will be rendered as agreed upon and acknowledges with a signature on this document.

Consultant completes the following sections:

Date of Consultation: \_\_\_\_\_

Date of Installation Service (If needed): \_\_\_\_\_

Installation Cost: \_\_\_\_\_

Deposit Amount: \_\_\_\_\_

Estimated Completion Date: \_\_\_\_\_

First Routine Maintenance Date: \_\_\_\_\_

\_\_\_\_\_  
Consultant (Printed Name)

\_\_\_\_\_  
Consultant (Signature)

\_\_\_\_\_  
Customer (Printed Name)

\_\_\_\_\_  
Customer (Signature)

\_\_\_\_\_  
Consultant Initials

\_\_\_\_\_  
Client Initials