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# FAQ

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q. Will the Hair Extensions look natural?

A. This all depends on the type of hair they are being attached to. The actual Hair Extensions are 100% Human Hair, so they are a natural texture and length. These Extensions have a slight wave so blend with most hair types, except very curly hair (unless it is straightened regularly). The extensions can be cut to look natural and blend well if your hair is no shorter than shoulder length. The specialist will give you an honest and realistic opinion on whether your desired result is achievable, during the first consultation.

Q. Will the Hair Extensions damage my own hair?

A. No, when all home hair care instructions are followed correctly, your hair will remain free from damage. There is also no damage to your hair when both attaching and removing the extensions.

Q. How are the Hair Extensions attached to my own hair?

A. The extensions are "pre-bonded" which means they come in individual sections, the sections are held together by a resin that is then melted and remoulded around small sections of your own hair, near the root area. The heat of the instrument used is no hotter than your common hair straightener and mostly, only comes into contact with the resin on the extension hair.

Q. How are the Hair Extensions removed?

A. A gentle solution is applied to the seal (attachment) to break down the adhesion, this then allows the extension to slide off your own hair. Once all extensions are removed, the hair can be washed clean without any residue on your hair.

Q. Are Hair Extensions only for lengthening the hair?

A. Not at all, there are many ways of using extensions to get many different looks. Colour and thickness are the other common reasons for getting Hair Extensions.

- There are over 30 different colours of hair, from the very natural to the very bright and creative colours.
- Colours can be placed in the hair to achieve a wide variety of looks, soft and subtle or wild and creative.
- Hair Extensions are the most effective way to add thickness to your hair instantly!

## REFER TO THE PHOTO GALLERY FOR EXAMPLES

Q. How many Hair Extensions are normally required for these different services?

A. - For Length the average amount is between 80-130. The length and thickness of your own hair is assessed to ensure it is balanced when adding Hair Extensions.

- For Thickness anywhere between 20-50+ can be very effective for fine hair to become thicker.

- For Colour anywhere between 1-50+ can be attached to create new looks without chemically colouring or altering your own hair.

The specialist will give you a good idea of what's best for your desired result.

Q. Am I likely to lose any Hair Extensions?

A. Generally this is not common, however, a minimal amount of extensions may fall out, especially if it is your first experience with Hair Extensions. You will quickly learn what you are doing incorrectly in order to prevent this happening. The Mobile Hair Extension specialist is available to contact, via email or phone and is willing to answer any queries you may have. This is also the purpose of the 1 month check-up, so the specialist can see you are doing everything correctly to maintain healthy Hair Extensions. BEWARE: malting or thinning-out of extensions will occur if you over brush the hair extensions.

Q. Can I still colour my hair as usual?

A. Yes, your hair can still be coloured, of course highly recommended to be done by a professional. The Hair Extensions can also be coloured if you want a change, however not to be lightened and done at your own risk.

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REFER TO HAIR EXTENSIONS HOME HAIR CARE, POINT 9

Q. How long do they last and can I leave them in longer?

A. The recommended amount of time in the hair is 3-5 months. 3 months for finer hair and 4-5 for thicker hair. Thicker hair can last longer because there is more hair for the extensions to hold on to. Finer hair people tend to lose their hair, naturally, at a more rapid rate, therefore not allowing the extensions to hold on to much.

It becomes obvious when the Hair Extensions need to be removed, if you leave it longer you risk great difficulty with removing them and probably cause damage to your own hair in the process.

Q. What sort of products should I use on the Hair Extensions?

A. The Hair Extensions specialist can refer you to particular brands of shampoo, conditioner and serum that will benefit your hair the most. These ranges promote a silky feel and moisturise the hair. A serum must be used, this is an oil based product that is applied through the mid-lengths and ends of the hair to add extra shine and moisture to maintain health of the hair. A soft to medium strength bristle brush is also a necessity, to prevent the hair tangling, at the roots in particular.

REFER TO THE HAIR EXTENSIONS HOME HAIR CARE SECTION FOR MORE INFORMATION

Q. Do you charge more for travelling/being mobile?

A. No, Mobile Hair Extensions do not charge any extra fees for coming to you, we actually save you time and money travelling to the salon or having to hire a babysitter or taking time off work during hours etc, etc. Mobile Hair Extensions is very flexible, often available outside of usual business hours and able to come to most locations in Melbourne and surrounding outer regions.

Q. What happens if I need to cancel or change my booking?

A. It is no problem rescheduling appointment times. If cancellation of appointment is required, the booking deposit is non-refundable.

REFER TO THE CONTACT US SECTION TO EMAIL OR PHONE A SPECIALIST, FOR ANY UNANSWERED QUESTIONS YOU MAY HAVE