



Terms & Conditions www.thehairextensiongroup.co.uk is a website owned by

THE HAIR EXTENSION GROUP LTD.

Before booking a course or purchasing a product, please ensure you have read and understood the following information. Upon booking a course or purchasing a product, you are agreeing to the terms and conditions as detailed below.

Online Courses

The Hair Extension Group Ltd offer both accredited and non-accredited online learning. Where a course offers an accreditation, it will be stated in the course description. Training courses or tutorials that offer no accreditation may sometimes have no mention of this in the description. If you are unsure about any courses or accreditations, please ensure you contact us before purchasing to clarify.

All online learning and training courses offer instant access, so are therefore strictly **nonrefundable** whether you have started the course or not so please ensure you are happy with your purchase before completing your order. Courses are available for only the person named on the booking and may not be shared, passed on or distributed further unless detailed in writing by The Hair Extension Group Ltd. All time access limits are displayed within each course description and any extension to these time limits may be subject to further charges, at the company's discretion.

The Hair Extension Group Ltd does not guarantee the pass or approval of any course work submitted for marking. Our online training courses offer a variation of access time limits, so please ensure you have read the course description before purchasing. Once your access expires, you will no longer be granted access and further charges will apply if you wish to regain access.

Course work must be submitted for marking before your course access expires. Work submitted outside of this time may not be marked and/or further charges may apply.

Course work may need to be submitted on multiple occasions before gaining your qualification if our tutor believes the pass standards are not met.

The Hair Extension Group Ltd takes no responsibility for the level of difficulty in a course, although we have made every effort to ensure our courses are detailed and we can offer support where possible.

Location Courses

External Educator Courses

Any course bookings made with external educators and not through www.thehairextensiongroup.co.uk, are the responsibility of the educator running the course and are subject to their own terms and conditions. The Hair Extension Group Ltd

hold no liability for any complaints, queries or organisation of these courses and as such, any communications regarding these course dates should be directly addressed to the educator running the course.

Any feedback on our external educators can be sent to info@nakedweave.co.uk, and although the company accepts no liability or responsibility for these courses, The Hair Extension Group Ltd will take these comments on board, and may pass these comments on anonymously with your consent.

Courses Booked Through The Hair Extension Group Ltd

All course placements are subject to availability and all payments made are **non-refundable**. As such, before booking a place on a course, please ensure you are able to participate in the course at the venue and date stated.

Any payments for course bookings are to be made in full upon booking to secure a place on any course. Full payment must be made before the course date, unless agreed otherwise in writing with the company.

Once full payment has been made, you will receive an automated confirmation email to the course applied for, which will ensure access **only** to the course on the date and venue stated.

Price stated on booking page is inclusive of expert training on techniques by The Hair Extension Group Educators, all training materials, refreshments on the day and a full starter kit, contents of which are detailed on course information page. This is the case for all courses on our website, unless explicitly stated otherwise. If any additional items are required to be provided by attendees, students will be notified prior to the course commencement.

If you have any special requirements, please us notify via email at least 14 days prior to the course date and The Hair Extension Group Ltd will do our best to accommodate your needs.

The Hair Extension Group Ltd reserves the right to cancel or reschedule courses in exceptional circumstances and will notify students at our earliest convenience. In the event of a venue alteration, the new location will remain close to the previous venue wherever possible. If you are unable to attend at the new location or on the new date, you will need to notify the company within 48 hours of receiving the notification and a credit note will be offered, which will be valid for 12 months from the date issued.

You **will not** be refunded for any courses still taking place in alternative venues or on alternative dates. In the rare case a course is cancelled completely, all students will receive a full refund in due course.

If you wish to change or amend your course, please request via email at least 14 days before the course date. There will be no guarantee changes will be possible, so we suggest that you are confident with your booking and able to attend the course at the venue and date stated. If a course is sold out, we cannot accept any requests for alterations. Any changes made outside of this 14-day window, will be subject to further charges at our discretion.

Any failure to attend the course on the day, **will not be refunded or credited**. If you are unable to make course date, please notify via email at least 14 days before course date. This will be assessed on a case-by-case basis and a resolution will be at company's discretion. Any cancellations outside of this 14-day window will be **fully chargeable**.

The Hair Extension Group Ltd reserves the right to refuse access to location courses or request students to leave a course venue in the case of aggressive or abusive behaviour towards our team, trainers or other students on the course. If this occurs before the course takes place, you will be notified before the course date. If you are asked to leave when the course has begun, you **will not** be refunded or offered an alternative course. Everybody's safety and comfort is our top priority so we have a **no tolerance** policy of disrespectful behaviour.

Educator Applications

To become an educator with The Hair Extension Group Ltd, you will be required to sign a contract with details including, but not limited to, agreeing to represent us in only a positive manner and not to work with any similar methods or brands, nor recreate or copy any elements of our technique for educational or fitting purposes. Until signature and return of this contract, you **will not** be permitted to run any courses.

To teach the Naked Weave technique, you will need to be registered as an educator with The Hair Extension Group Ltd, be a certified Naked Weave Authorised Technician, have full teaching insurance and hold an AET Level 3 Teaching Qualification (of which can be gained through The Hair Extension Group Ltd) or above. The Hair Extension Group Ltd are within their rights to ask for evidence of these four things at any time, and should you not be able to provide these, can deny or remove your Educator status with immediate effect.

At any point during the application process, The Hair Extension Group Ltd are within their rights to deny or cease your application for any reason including, but not limited to, inadequate teaching qualifications/insurance, assessment of application and teaching skills and saturation of educators in your location.

At any point during your time as an Educator with The Hair Extension Group Ltd, The Hair Extension Group Ltd reserves the right to cease your status as educator with **7 days notice**. The exception to this notice period would be in the case of a breach of contract, signed upon commencement of Educator status.

All further terms and conditions for The Hair Extension Group Ltd Educators are detailed within the Educator contract, a copy of which should be retained for future reference.

Subscriptions

Upon subscribing to our VIP Business Builder or VIP Members Group subscription programs, your initial monthly payment will be taken and then the same amount taken on the same date each calendar month.

Your access to all courses, groups and masterclasses advertised in the subscription programme will continue for as long as you are part of the programme and continue to pay the monthly fee.

Should you wish to cancel your subscription, this can be done through the "My Account" page on the website. Upon cancellation, your access to the subscription content and groups will continue until your renewal date, whereby all access will be removed.

In the event of an unsuccessful payment, an automated email will be sent to inform you of the error, and payment will be re-attempted in due course. Should payment continue to fail, your access to the groups and membership content will be removed in **3 working days**. If payment is made after this date, you will be required to request access to the groups again.

All subscription payments are strictly **non-refundable** so should you wish to cancel your membership, ensure you have cancelled or informed The Hair Extension Group Ltd of your wish to cancel before the next payment date.

Payments

The Hair Extension Group Ltd reserves the right to decline any credit/debit card payments due to insufficient funds or customer not having adequate authorisation to use card.

All payments must be made in full before securing a place on a course or any products are dispatched.

Prices stated on webpage may be subject to change and fluctuation, so please check pricing before booking.

Refunds

All courses are non-refundable. Please ensure before booking a place, you are confident in your decision and able to attend the course at the venue and date stated.

In exceptional circumstances, we will offer credit notes for the value of the course to be used within 12 months of the date issued. This is at the company's own discretion.

Liability

It is advised for all students to discuss course suitability with the tutor before booking and attending a course. The final decision on whether a course is suitable will remain with the customer and The Hair Extension Group Ltd will hold no liability for dissatisfaction due to this.

The Hair Extension Group Ltd, including all The Hair Extension Group Ltd Educators, accepts no liability for loss or damages to students, equipment or to any of their clients in the future. Any such claims will be dispensed to misuse of products or professional training provided in the course.

Products

Any physical products purchased from the website must be paid for in full before the product/s are processed and dispatched. Physical products purchased are subject to a 7 Day "Cooling Off" period, where customers are entitled to cancel any unprocessed orders for a full refund in accordance with Distance Selling Regulations. Cancellations are subject to orders being unprocessed. All processed orders will need to be returned upon receipt, even if not yet dispatched.

Any cancellations following this period will be subject to an additional charge.

Dispatch and delivery times are given as a guidance and may vary due to item availability and postal/delivery services. Orders delivered outside of the UK may be subject to import duties, for which the buyer is responsible.

The Hair Extension Group Ltd accepts no responsibility for external agents or postal delays. However, if there is an unexpected delay in delivery, or an item has not arrived within 14

days in the UK or 30 days outside of the UK, please inform the company as soon as possible and we will do our best to resolve the issue.

It is the customer's sole responsibility to ensure all information, contact details and addresses are correct upon placing order. Any faulty or incorrect products must be reported and returned to the company within 14 days of receipt to ensure consideration of a refund.

Unwanted items must be in their original condition with the original packaging in order for a refund to be processed.

We do not currently offer exchanges. A return must be processed, and you must place your new order online through our website. Further postage charges may apply.

Training kits that are part of online learning are strictly **non refundable**.

Return Address: The Hair Extension Group Ltd, Unit 4 The Cherry Tree, 229 Haunchwood Road, Nuneaton CV10 8DE. Return postage and insurance is the responsibility of the buyer and we accept no liability for lost or damaged returns.

Klarna

In cooperation with [Klarna Bank AB \(publ\)](#), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the following payment options. Payment is to be made to Klarna:

- Pay in 3
- Pay Later

Further information and Klarna's user terms you can find [here](#). General information on Klarna can be found [here](#). Your personal data is handled in accordance with applicable data protection law and in accordance with the information in [Klarna's privacy statement](#).