

Chicago HairCare Gift Certificate FAQ and Policies

How long after I make my purchase will I receive my certificate?

Your certificate is active the next business day. You will receive an email with a receipt for your records and we will confirm any personalization or mailing requests the next business day through your contact information.

How can I buy a gift certificate as a gift?

In the message box at checkout add the gift recipient's name (Note: Be sure to pay attention to any purchase limits before purchase).

Refund Policy

Once you've confirmed and placed your order it can only be refunded to original payment source. There are no refunds and purchase is final after the first scheduled appointment. This isn't to say that we don't practice good customer service. If you feel like a refund/credit is in order, please contact us as soon as possible and we'll see what we can do for you.

Can I use my gift certificate on retail items?

Unless otherwise stated, the certificate holds no retail value and can only be used towards services.

Can I share my certificate or rollover the balance?

Unless otherwise stated the certificate is non-transferable and does not hold a balance. For certain offers, they may hold a balance and we will keep track.

Expiration of the certificate

Please take note that the expiration of the offer is the last date you're able to redeem the promotional value of the certificate (that is, the last date you'll be able to get the discount or bonus you've purchased). You'll need to schedule in advance to ensure you're able to redeem on or before the expiration date of the certificate.

Tips on ensuring you use your certificate in time so it doesn't expire.

Be sure to pay close attention to the expiration date of the offer for yourself or the ones you gave as gifts. If you purchase multiple offers and give away those close to expiration, please notify us via email as soon as possible so that we can adjust your account.

No-show / tardiness / cancellation policy

All offers require an appointment and are subject to our cancellation policies-- appointments must be canceled at least 24 hours in advance to avoid the forfeiture of a certificate or service. If you no-show or show up too late for a scheduled appointment your certificate or service will automatically be forfeited.

The offer says "Limit 1 per person" and "May buy multiples as gifts." Does this mean I can buy offers and gift them to myself and/or have my friends gift me the offer I've already purchased?

No. If the offer says this, you can only redeem one. If you buy more than one or are gifted one you've already purchased, then you have to give them away as gifts to other people.