

Refund and Payment Policy

At Salon Tru Blu we pride ourselves in our customer service and the exceptional quality of our work. We will do our very best to ensure all guests are satisfied with all services provided. Due to unseen variables, we understand that sometimes things do not go as expected and/or desired results can be miscommunicated. No matter what, our guests' satisfaction is our number one priority. We ask that any guest that needs an adjustment to their hair reach out to the salon within 72 hours of their original service. Please, be aware that shampooing hair within 24 hours will affect what adjustments can be made. Depending on the nature and cause of the adjustment needed the Salon Owner will determine the proper course of action. While adjustments can be made, NO REFUNDS will be issued. By agreeing to the service, the guest agrees to pay the full amount of the service total upon completion of the services that same day.

-Salon Tru Blu