

Detour Policies

Cancellations

General Appointments

We understand when things come up. As a courtesy, please contact the salon at least 24 hours in advance of your appointment time to cancel or reschedule.

Excessive cancellations or no-shows within the 24 hour timeframe may result in a credit card deposit requirement to secure future appointments. Thereafter, a full service charge may be applied with subsequent cancellations or no-shows.

Yuko and Bio-Ionic Permanent Straightening Services

Due to the length of time required for permanent straightening services, a credit card deposit is required to secure the straightening service appointment. A change fee or cancellation fee may apply.

1. Appointment is changed or cancelled 3-5 days before the appointment = \$100.00 change fee
2. Appointment is changed or cancelled within 48 hours of appointment = 50% of service fee.
3. Appointment is considered a “no-show” = 100% of the service

Updos

A credit card deposit is required for all updo appointments. Cancellations within 48 hours of appointment time, and “no-shows” will be charged 100% of the service fee.

“Re-do’s”

Your satisfaction with your services is of utmost concern at Detour. The professionalism and accountability of Detour stylists is unparalleled. Should you be unhappy with your service for any reason, we want to know, and will happily correct the situation. Please contact the salon and ask to speak with the stylist or a manager on duty.

An in-salon assessment of your hair will need to happen within 24-48 hours of the service, with the corrective service to be performed within one week of the original service. The original stylist will perform the corrective service. If the result is not a match of the original consultation, we are more than eager to correct the situation at no additional cost to you. If it is determined that the results are as requested during the original consultation and service, and you are currently requesting a different result, additional service charges will apply.

Hair color and corrective hair color

Our stylists are well trained in hair color theory and techniques to provide you the best results possible—whether you’re looking for “natural” and subtle or outrageous results. They are concerned not just with the result, but more importantly, with your comfort

level of the results. We want you to love your hair and will do what we need to in order to make that happen!

A hair color “redo” must be performed by the original stylist within one week of the original service. If the color result is not a match of the consultation, we are more than eager to correct the situation at no additional cost to you. If it is determined that the results are as requested during the original consultation and service, and you are currently requesting a different result, additional service charges will apply.

Clients under the age of 18 must be accompanied by an adult for any hair color service consultation.

Salon services are non-refundable.

Merchandise returns

Returns accepted for items in original condition within 10 days with tags and itemized receipt. Store credit at current retail value offered after ten days of purchase with receipt. Bumble and Bumble products always guaranteed with receipt. Final sale applies to costume jewelry and clearance items.