

Refund Policy – Klarna Purchases Only

To maintain transparency and compliance with Klarna's policies, we offer the following refund terms exclusively for purchases made using Klarna:

14-Day Refund Window

Customers who complete their booking using Klarna are entitled to a **full refund within 14 days** of the original booking date — provided that **no part of the service has commenced**.

Eligibility Criteria

To qualify for a full refund:

- The purchase **must have been made using Klarna** as the payment method.
- **No service or appointment must have started.**
- The refund request must be submitted **within 14 calendar days** of the original booking.

Important Notes

- **Cancel/rebook fees, credits, or exchanges are not available** for Klarna purchases.
- This refund policy **does not apply to any purchases made through other payment methods.**
- After 14 days, or once any portion of the service begins, the Klarna refund policy is no longer applicable.