



L'ORÉAL PARIS
PROFESSIONNEL



Radiance Salon and Spa Policies

We at Radiance Hair Salon and Day Spa invite you to open your senses and relax your mind, with stylist having more than thirty years of experience, you can trust that you'll get the look you deserve.

After you have received that perfect look, relax your body with an invigorating massage.

Join us for a wonderful experience and allow us to have you feeling like your dream self.

Leave here looking more RADIANT than ever!

HOURS

Tuesday - Friday:10am - 7pm
Saturday:9am - 2pm

Appointments preferred for all services.

LOCATION

We are located right off of I-40 and NC 42 next to the Food Lion Shopping Plaza.
41 A&B Glen Road, Garner, NC 27529

919-772-0000

Visit us online at
www.radiancespaonline.com

Cancellation Policy

•If you need to cancel or reschedule your appointment, we ask that you provide at least a 24 hour notice so other clients can have the opportunity of that time frame. If less than 24 hours notice is given a cancellation fee will incur. Each stylist or therapist have different fees based on the services they provide.

30 Day Return Policy

•Radiance is dedicated to bringing you an unparalleled shopping experience from start to finish. If you are not completely satisfied with a product, you may return it to our salon for a refund, for an exchange or in-store credit.

- Products must be returned within 30 days of the Purchase Date to receive a refund.
- Any FREE product or FREE gift must accompany the return to receive a refund to the payment method used at our salon.
- All original packaging materials must be included with your return.

Series and Gift Certificates

- All series are non-refundable and are to be used on the treatment purchased only.
- Gift cards are non-refundable and have a 6 month expiration date from the date of purchase. You can call to order Gift Certificates or stop by. We also can ship your Gift Certificate for a fee of \$5.

Children

•For the safety, utmost service quality, and relaxation of all our clients we ask that children will not be left unattended in the salon and they are not permitted in the spa area.

Arrival

•If you are new to our massage or esthetic treatments then please arrive 10 minutes early to fill out the necessary paperwork in order for our therapist to provide you with the best care.

•Arriving late may result in a shortened treatment to prevent delays for our other clients; however the full treatment will be charged.

Gratuity

•As in most service establishments, gratuity is appropriate. In the Salon and Spa industry, a 15% to 20% gratuity is customary.