

Pricelist and Policies

Matrix Natural Hair Care
Matrix Sew In Maintenance
Matrix Sew In (New Client Only Matrix Installation Packages)
Matrix Sew In Memberships

POLICIES AND PROCEDURES

Appointment Policies

LATE ARRIVAL

Due to the nature of our services being on a timely basis we must stay on a schedule. There is a complimentary grace period of 15 minutes for both client and technician. In the event you are 15-30 minutes late, services will be altered or removed to make sure you finish at the end time of your scheduled service.

CANCELLATION/RESCHEDULE POLICY

In order to cancel or reschedule your appointment it must be done at least 48 hours prior to your appointment. If appointments are cancelled or rescheduled with 24 hours 50% of the service that was booked is charged to the card on file as a service charge. In the event of same day cancellation or reschedule 100% of the service that was booked is billed to the card on file as a service charge. All service charges will not be applied to any future service. We do not overbook therefore the technicians are paid for the slot not being able to be fulfilled by another patron. Canceling/Rescheduling your appointment to adhere to dates can only be done via phone, company voicemail or company email appointments@traycemadre.com

DEPOSITS

All deposits are non-refundable. They can be applied towards future services at The Matrix Experience

ACCEPTED FORMS OF PAYMENT

New Clients

Cash, Chase QuickPay and all major Credit Cards

Sorry Checks are not accepted