



## Common Concerns

### 'My hair extensions feel dry'

There is no direct supply of nutrients from your scalp to your extensions, as there would be with your natural hair, therefore it is vital that you keep the hair nourished with the correct aftercare products. We recommend using the Oil Serum on a daily basis to lock in moisture and shine, and regularly using the Oil Mask to keep your extensions in the optimum condition. The over use of heated appliances can also strip the hair of moisture, resulting in the extensions looking and feeling dry. Using a heat protection spray will help prevent this and keep extensions looking and feeling healthy.

### 'My hair extensions have changed colour'

**Chlorine** - Chlorine content in water will damage hair extensions, causing matting and discolouration; therefore, it is advised to avoid underwater swimming. Blonde hair in particular can turn pink/orange and such damage cannot be repaired.

**UV rays** - UV rays can also cause discolouration to your hair extensions; therefore, we advise wearing a hat in the sun to reduce exposure to strong UV rays. **Iron** - The iron content in water varies dependant upon where you live. In certain areas, if you wash your hair extensions in the shower, the iron levels may cause your hair extensions to turn pink or orange in tone (more apparent in light blonde extensions) so if possible, try to use bottled water to avoid this.

**Hard water** - You may notice that your hair extensions turn dull, dry or the colour fades when you wash them. This is due to the water in certain areas containing a higher level of an alkaline (known as hard water). If this is becoming an issue, installing a filtered shower head may be an option to prevent discolouration from hard water. **Hot water** - This can cause colour to fade. Due to the heat of the water, the cuticles will open and the colour will drain out of the hair shaft. To prevent this, we

### 'I've coloured my extensions and they have become dry/damaged'

All permanent tints, some semi-permanent tints, bleach, sliver shampoos and permanent wave lotions lift the hair cuticle to penetrate the hair shaft. Once treated in this way the hair has been altered and is therefore not as strong as it was previously. Any hair that has been treated with a colour is at risk to over processing due to the fact the extensions have already been coloured. Beauty Works do not guarantee any hair extensions which have been coloured and once coloured they cannot be returned.

### 'My hair extensions are knotting'

Knotting itself is not a manufacturing fault. Knotting will occur naturally as hair extensions are a raw product and will behave the same as natural hair. Excessive knotting can happen with poor maintenance and incorrect aftercare. If you are not thoroughly rinsing the extensions after washing, product will build up and will make the hair extensions 'sticky' or 'waxy and feel or look 'greasy'; this is what causes them to knot.

### **'My hair extensions are shedding'**

If your pre-bonded extensions appear white or cloudy at the bond, something has been applied to the bonds that is high in alcohol, oil or sulphate to disintegrate the bond. You will need to have the extension removed, re-tipped and re-applied. If the bond has been cut this can cause shedding due to the weight of the bond being altered. Each bond is specifically designed to hold the exact weight of hair and altering the bond can cause shedding of the extensions as it will break down quicker. If the extensions are shedding from a weft, this is usually due to excessive heat from styling appliances. Check the weft from one end to the other to see if it is in one particular area. If the extensions are breaking mid-lengths or at the ends, this can be a result of "snapping". Please see below.



Even if you had your extensions applied at a different salon, Hair Creations can still give you free advice on maintenance. Call 01527- 62922

advise washing your hair extensions in lukewarm water. Heat - Excessive heat from styling appliances will change the colour pigment of the hair. The maximum temperature that can be used on hair extensions is 180 degrees; excessive heat can cause extensions to discolour. This is more apparent in blonde hair and such damage cannot be repaired. Please note: We cannot exchange or refund any extensions which have been exposed to these elements.

### **'My hair extensions are snapping'**

Breakage and snapping can be confused with shedding. Breakage is a common perceived fault and occurs when excessive heat has been applied to the hair. Heat causes damage to the protective outer layer of the hair known as the 'cuticle', which is made up of several layers of scales which overlap and protect the main body of the hair, 'the cortex'. Once the cuticle is damaged, the hair will start to break and snap through the mid-lengths and ends and such damage cannot be repaired.

### **'My hair extensions are matting'**

Matting is a result of damage to the cuticle. For instance, if the hair has been damaged by heated appliances, the cuticles will become damaged and rub together causing matting. The use of incorrect brushes or not brushing and washing the hair extensions regularly enough can also lead to matting. Beauty Works hair extension brushes are designed to brush over an attachment method (weft, micro-ring and keratin bonds) and avoid snagging on the extensions. Regular brushing will keep the extensions in the best condition and prevent matting. All of our aftercare products have been designed specifically to work with hair extensions and we recommend following an aftercare routine 2-3 times a week to ensure the extensions are continually revitalised and nourished.