
01 CANCELLATIONS

A minimum of 24 hours' notice is required to cancel or reschedule. Cancellations made with less than 24 hours' notice are charged 50% of the scheduled service fee to the card on file. One courtesy exception may be granted for a genuine emergency.

02 NO-SHOWS

Appointments missed without any notice may be charged 100% of the scheduled service fee to the card on file. We understand life happens - a quick text goes a long way.

03 LATE ARRIVALS

Appointments begin promptly as scheduled. If you arrive late, your service may be shortened to remain on schedule - full service fees still apply. Clients arriving 15 or more minutes late may be asked to reschedule and may be subject to the applicable cancellation fee.

04 LASH FILL POLICY

Fill appointments require sufficient lash retention at the time of service. If too few extensions remain, the appointment may be adjusted to a full set price, or rescheduled if there isn't adequate time. Unsure if you qualify for a fill? Text us a photo before your appointment.

05 MAINTENANCE REQUIREMENT

To maintain lash health and proper balance, significantly grown-out extensions may need to be removed during fill appointments. Additional time or pricing may apply when corrective work is needed.

06 FOREIGN FILL POLICY

Lash work performed by another artist is considered a foreign fill. Because products and application quality vary between artists, foreign fills require additional assessment, are not guaranteed to be accepted as a standard fill, and may be subject to an additional fee. If existing work does not meet the standard required to safely perform a fill, a removal and new set may be recommended.

07 REFUNDS & RETURNS

Due to the customized nature of lash and brow services, all services are non-refundable. If significant lash loss (20 or more extensions) occurs within 24 hours of your appointment, contact us promptly with photos - a complimentary 30-minute touch-up may be offered. Products are also non-returnable.

08 PAYMENTS

Cash and credit card are accepted. A credit card is required to hold your appointment. Cancellation and no-show fees are charged to the card on file.

09 CHILDREN

To ensure the safety of children and the enjoyment of all clients, we ask that parents or guardians make other arrangements for children while receiving services.

10 PRICING

Prices are subject to change at any time. Final pricing reflects the time and work involved in your specific service. Listed prices are starting points.

By signing below, you acknowledge receipt and understanding of the policies above and agree to abide by these terms.

Printed Name

Date

Client Signature

Moxie Artist Signature



Thank you for trusting Moxie with your beauty.