

Detailed below are examples of information that can be used as evidence in a Hair and Beauty ADR mediation case from both the consumer, salon or barbershop:

- **cost of the service:** breakdown of the service(s) treatment(s) including any associated costs, till receipts, invoices, quotes, bank or money transfers, refunds, vouchers, discounts, offers, retail products, additional costs including tips.

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Example of s breakdown of the service/ treatment:

Service: <b>Colour cut and finish total cost</b>	<b>£150</b>
deposit	£20
highlights and toner	£70
conditioning treatment	£20
cut and finish	£30
shampoo retail product	£30

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- **the booking process:** a description, online in person, what was booked or agreed, date, time, duration, agreed time of the service/ treatment, any changes to the booking.
- **visual evidence:** before, during, after, any images used, photos, videos, CCTV, materials, magazines, samples, colour charts.
- **the consultation process:** full description of what was completed either before or during the service, date, time, duration, any industry tests completed, test results, any specific concerns or recommendations, any price quotes.
- **written record:** consultation, service/treatment details, the date, time, location, products, tools, equipment used, previous service/treatments, application and removal methods, techniques used, changes additions to the service/ treatment, contraindications, contractions, recommendations, aftercare, sales.
- **industry tests:** date completed, allergy alert (skin test), sensitivity, tactile, heat/cold, hair characteristics (elasticity, porosity, density, texture, growth patterns, hair classification) test cutting, strand, pre-perm, relaxer, curl development, results, products, tools and equipment used, application method, timings, the advice provided.
- **testimony** - a written or verbal description of the service or treatment provided.
- **correspondence** - letters, calls, emails, texts, messages, social media (Facebook, Twitter, Instagram) reviews, blogs.
- **refunds or complimentary services/ treatments/ products:** date, time, duration, cost, products, tools, equipment, any industry tests completed, their result techniques used, changes/ addition to the service/ treatment, any contractions and any specific concerns or recommendations.

Any evidence should be in an accessible format such as a word document, PDF, photograph (JPEG) or video, where possible, as this will be shared with consumers, salons or barbershops.

This list is an example and not exhaustive, and other evidence can be included. NHBF Members should refer to our Member-only [consultation and industry tests guide](#).