

## Guarantee Terms and Conditions

### Istanbulhair Clinic Netherlands

**Address:** Waldorpstraat 215-2, 2521 CJ The Hague

**Tel.:** 085 4008484

**Email:** [info@istanbulhair.nl](mailto:info@istanbulhair.nl)

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In this agreement:

Istanbulhair Clinic Netherlands, legally registered and domiciled at Waldorpstraat 215-2, 2521 CJ The Hague, hereinafter referred to as “Istanbulhair Clinic”

and

The natural person entering into or having entered into a treatment agreement with Istanbulhair Clinic, hereinafter referred to as “client”.

“agree to the following as outlined in these guarantee terms and conditions”

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### Considering that:

- Istanbulhair Clinic and the client have entered into a treatment agreement for a hair transplant using the Follicular Unit Extraction (FUE) method or Direct Hair Implantation (DHI).
  - The treatment agreement includes arrangements regarding payment, pre-care, aftercare, risks, and general conditions.
  - The client understands that the guarantee terms only apply if they adhere to the lifestyle and aftercare instructions, including restrictions on smoking and alcohol consumption.
  - Transplanted hairs are resistant to hair loss unless there is a skin or hair condition, medication use, diabetes, autoimmune diseases, or other relevant disorders.
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### Additional Information:

- **Diabetes:** The healing and hair growth process may take longer for clients with diabetes.
  - **Neck Pain:** Clients may experience neck pain after the procedure for several days, weeks, or even months.
  - **Scalp Sensitivity:** The transplanted area may remain sensitive or numb for 1 to 3 months.
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**Agreements:**

1. Istanbulhair Clinic commits to carrying out the agreed treatment with maximum effort, employing skilled and professional medical staff.
  2. If conditions affecting hair growth, as mentioned above, are present, the guarantee may become void. This will be discussed and documented before or during the procedure.
  3. If the skin or hair follicles are of insufficient quality, preventing a growth guarantee, the client will be consulted regarding the continuation of the treatment.
  4. After the final check-up (1 year after the procedure), if no hair growth has occurred despite following the instructions, a settlement or additional treatment at the cost of medication only may be offered.
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**Important:**

Our expert staff are highly skilled and professional. Istanbulhair Clinic strives to perform the procedure to the highest standard and is bound by a best-effort obligation. This means that all reasonable measures will be taken to perform the hair transplant optimally, but without a results guarantee.

For questions or more information, please contact us via the phone number or email address provided above.

**Istanbulhair Clinic Netherlands**

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