

Customer Request Guideline

This guideline lets you know what products to recommend for customers, based on the complaints, issues or requests

	Complaint	Products to Recommend
1	My Hair is Breaking	Breakage Be Gone set or any combination of the following (Daily Hair Mist, Anti-breakage lotion, Leave-In Conditioner, Castor Oil, Hair Growth Oil Elixir, Satin Bonnet)
2	My Hair is not growing	Same as above
3	I want to grow my edges	Fertile Edges set or Edge Restoring Cream
4	My scalp is itchy	Healthy Scalp set or Anti itch Oil or Anti Itch Cream or a combination of Jojoba + Tea Tree Oil
5	My hair is too hard / stubborn	Stubborn No More Set or Daily Hair Mist+ Leave-In Conditioner+ Deep Conditioning Mayonnaise
6	I need products for my children	Early Starters Set
7	I need to strengthen my hair strands	Casror Oil or Hair growth oil or henna
8	I need to clarify my scalp /hair	Hair repair shampoo or Bentonite Clay
9	I need a product to twist or curl my hair	Styling Made Easy set or Twist and Curl pudding
10	My Hair is too Dry	Easy Moisture set or any combination of the following (Daily Hair Mist, Anti-breakage lotion, Leave-In Conditioner, Satin
11	My Hair Tangles Easily	Moisturising and Detangling Conditioner
12	I need products for my wash day session	Wash Day set or starter pack
13	I'm just starting my natural hair journey	Starter pack and Daily Mist
14	I need products to wash	Black Natural shampoo or Liquid Black Soap or Hair Repair
15	I need Ayurvedic products for hair growth	Any single or combination of Fenugreek, Amla, Ashwagandha, Bhringraj, Brahmi
16	Shiny bald patch / Dead follicles/ Hair that has not grown for years	Book an appointment at our hair clinic