

July 20, 2013

On Sunday July 14, 2013, I Lina Larco went to Dreamdry Salon. I had an appointment at 2:20pm with Fania, she asked me what I wanted so I showed her a picture of a wave hair style that I saw online. She took me to wash my hair and I told her that I had just gotten extensions and to please be careful. She stated she had experience which made me feel at ease. It had only been 5 days since I had my extensions put in. I was on Fania's chair for over 2 hours. While she was working on my hair she handed me 2 pieces of the hair extensions. This is my first time with extensions so I was really startled at why they had fallen off if I had just gotten them put in. It didn't make sense but I was already so disappointed with her performance that I didn't pay much attention to it at the moment. She was unable to deliver the hair style that I had asked for and in the process she burnt all of my new and very expensive extensions, even after I told her repeatedly to please be careful. The name brand of my extensions is Socap by She. I had a wedding that Sunday and a very busy work week to come. On Tuesday another extension fell off, so I called Maryory, the lady that put them on to ask her why they were falling. She told me to come in but I was unable to until this Friday due to my hectic work schedule, by that time 2 more had fallen off. Due to it being my first time having extensions I didn't know how their supposed to look. Especially how the keratin was supposed to look. Since Sunday I haven't washed my hair because of the fear of any more extensions falling off. In only one week a total of 5 hair extensions had fallen. Once I got to her she started to look at my extensions and she was in shock. She couldn't believe what Fania had done to me, my hair, and my extensions. There's not one extension out of the 3 bundles that I have on that she did not burn. She was staggered at the hair stylists' negligence. I was devastated on Friday unable to understand why someone that had received so many great reviews could do this. I went to Dreamdry salon because its Rachael Zoe's a well-known stylist and designer with a show on T.V. salon believing I would have a great experience. I had researched this salon and had heard nothing but amazing things about it. I felt confident that I would be placing my \$1,500+ extensions in good hands. Once I was able to calm down and think a little straight thru that's when I called the salon and spoke to Amanda regarding this very unfortunate situation that Fania caused me. I work in the entertainment business and being bald is not an option as a matter of fact it's unacceptable. I can't believe that she would do that after I told her to please be careful multiple times, that they were just put in and that they were very expensive. I even told her that they were like my babies that this was my first time, and that I want them to last for a long time. I told Fania how much I loved them and how much I had been wanting them I opened up to her and really expressed my feelings toward these extensions and for her to do what she did to me really hurts me. I got these extensions because I don't have a lot of hair and the little I do have is really thin and has no volume. For her to burn them to the point that 5 fell off is outrageous. Maryory, the lady that put the extensions, was amazed at what she did to the extensions, she burned the keratin and dragged it down my hair causing clumps of keratin to spread all over my real hair. Causing my own hair to get tangled into the keratin which was holding my extension to my own hair and glued the root of hair that did not have extensions to the burnt keratin. I certainly do not feel glamorous, confident & perfectly complete because of what Fania did to me.

I'm writing this complaint, in hopes that we can come to an agreement of a reimbursement for the damage. I do not think it is fair that I have to go through this inconvenience because of your hair stylists' negligence. It would be unfortunate for me to have to go as far as taking legal action. I hope to hear from you soon.

Sincerely,

*Lina Larco*

Lina Larco

Subscribed and sworn to before me  
this 22nd day of July, 2013  
*Astrid Corrales*  
Notary Public

ASTRID CORRALES  
Notary Public, State of New York  
No. 01CO6094380  
Qualified in Queens County  
Commission Expires ~~June 30, 2007~~  
*Aug 30, 2015*