

TheVolumeAndLength.com Hair Extensions Partnership Agreement

This isn't a legal contract. It's a written record of how we agree to work together — what each of us promises, what we expect from each other, and what we'll do if things change.

Our Promise to You

When you become a VolumeAndLength selected-salon partner, we commit to:

- **Quality** — Raw Vietnamese hair, slow-depigmented in our Vietnam workshop. Every order passes our quality control before dispatch.
- **Exclusivity** — One salon per ~1 million people in your city. Once you hold the position, your competitors in your market can't buy our hair — including any stylists who leave you to open their own salon.
- **No direct-to-consumer** — We don't sell our hair direct to consumers, online or otherwise. The only way your clients can get our hair is through your salon.
- **White-label** — Every order is branded under your salon's name. Your clients only ever see your brand on the product.
- **Responsive service** — 9-hour response window on any communication during business hours. WhatsApp colour-matching with a 10-minute turnaround during business hours.
- **Quality issues, made right** — If something isn't right with a batch, we replace it. We'd rather lose a sale than a partnership.
- **Initial onboarding & training** — Your first-order colour-match consultation, installation guide, and product training for your team — included as part of starting the partnership.
- **Brand asset sharing** — High-resolution product photography (white-labeled to your brand) for your salon's marketing use, refreshed each year.

Who We Partner With

We're intentionally selective about who joins the network. The partnership model is designed for established salons with the scale, team, and clientele to deliver consistent volume year after year. Our preferred partners share the following profile:

- **Chain salons with 2 or more locations in a city** — our partnership scales best with salon groups that have the operational structure, multiple stylists, and combined clientele to absorb meaningful volume across the year.
- **Order capacity starting from USD \$1,000 per week (approx. USD \$52,000 per year)** — this is the starting baseline we agree to in year one. It signals that both sides are treating the relationship as a serious business commitment, and gives both of us room to grow the target together over time.
- **A trained extensions team** — your stylists are qualified and confident with hand-tied weft, nano tips, keratin bonds, and tape extensions.
- **Established brand and client base** — you have a salon brand worth protecting and clients who expect premium results.

Single-location salons with matching volume and ambition are welcome to apply — we'll consider strong applicants on a case-by-case basis. The numbers matter; the fit matters more.

Your Side of the Partnership

1. Sales commitment

We start the partnership at a baseline of **USD \$1,000 per week in orders** — approximately **USD \$4,333 per month** or **USD \$52,000 per year**. We chose a weekly figure deliberately: it keeps the partnership active, predictable, and easy for both of us to track. Larger salon groups agree to higher starting targets. Each year we review and grow this together based on how the relationship is performing. This isn't a punishment — it's a sign you're treating the partnership seriously, the way we treat ours with you. We'd rather work with fewer salons doing more than many salons doing little.

2. Lead time & planning

Slow-depigmented Vietnamese hair takes time to do well. We agree on a **4–5 week lead time** for standard orders, with longer for custom colour blends. Rush jobs are sometimes possible but never the norm. We're not the supplier you call the week before a big install — we're the one you plan with.

3. Stylist access (without pricing)

Your stylists can have their own logins to browse, request orders, and start a colour-match — **without seeing pricing**. Payment confirmations and invoices go to you (the owner or manager). Your team focuses on their craft; you focus on the business.

4. Confidentiality & white-label discipline

We don't ask you to credit us publicly — and we ask the same in return: don't tell other salons (especially competitors) where the hair comes from. Confidentiality protects the value of the relationship for both sides.

5. Non-resale

The hair is for your salon's own installs only. You agree not to resell our product to other salons, stylists, or individuals outside your salon's services. This protects the white-label model and your territory.

6. Ownership or location changes

You agree to notify us within 30 days of any significant change to the salon: change of ownership, relocation to a different city, or change in trading name. Major changes may require a review of the partnership.

7. Quality feedback loop

If anything is wrong with a batch — match, weft tension, shedding, anything — tell us straight away. We track every issue and improve from each one.

8. Optional salon spotlight

With your written permission, we may feature your salon's transformations in our monthly social spotlight or training content. We always ask before sharing. You can decline at any time.

The First 90 Days

The first 90 days are a settling-in period. Either side can walk away with no hard feelings if the fit isn't right. We'll check in around the 60-day mark to see how it's going. If we're both in, we continue with the full annual partnership.

Annual Review & Renewal

At the end of each partnership year, we review together:

- What worked, what didn't
- The next year's target (we expect this to grow modestly, not aggressively)
- New products or colours to bring into your range
- Anything else you need from us

The partnership renews automatically unless either side says otherwise.

Pricing & Currency

Prices are agreed in your local currency at the start of the partnership year and remain fixed for the duration of that year. At each annual review we discuss any adjustment for the following year together — reflecting the costs of producing the hair and the partnership's growth. This protects you from mid-year price changes and protects us from currency volatility.

If Things End

Should either side decide to end the partnership, we agree to:

- A 60-day notice period so neither side is left scrambling
- Fulfilment of any orders already in production
- No claim over the salon's brand or marketing materials
- A clean handover and best wishes

We've watched salons grow over years with the right supplier behind them. That's the kind of partnership we're building. Anything less serious than that, we'd rather not start.

Agreed by

For the salon	For VolumeAndLength
Name: _____	Name: Tu Nguyen
Salon: _____	Title: Founder
Position: _____	Email: hello@volumeandlength.com
Date: _____	Date: _____
Signature: _____ —	Signature: _____ —