

ANNEXURE E

**IMPORTANT NOTICE TO
ADVANCED LASER THERAPY
CUSTOMERS**

Advanced Hair Studio Pty Ltd (AHS) acknowledges the Australian Competition and Consumer Commission's (ACCC) view that parts of the early termination clauses in its April 2015 and February 2017 Advanced Laser Therapy Program contracts are likely to be unfair contract terms as defined by sections 23 and 24 of the Australian Consumer Law (ACL).

Upon becoming aware of the ACCC's view, AHS issued a new form Advanced Laser Therapy Program contract with a revised early termination clause and voluntarily provided a court-enforceable undertaking to the ACCC under section 87B of the *Competition and Consumer Act 2010* (**Undertaking**).

AHS takes its compliance obligations seriously and upon becoming aware of the ACCC's view, it worked promptly and cooperatively with the ACCC by resolving issues with its customers, amending its contract, providing the Undertaking and offering the redress set out below.

Pursuant to the Undertaking, if you signed up to an Advanced Laser Therapy Program contract between April 2015 and June 2017

AND YOU

- Wanted to terminate your Advanced Laser Therapy Program early (ie. after the commencement of laser therapy sessions); and
- Contacted AHS's Client Relations Department in writing requesting or enquiring about early termination of your contract; and
- Chose not to terminate your contract because of the existence of the termination clause in your contract

AHS will be writing to you offering to put you in the position you would have been in had you cancelled your contract at that time, but without the imposition of the unfair term.

If you would like to enquire as to whether you may be eligible for redress from AHS please contact AHS's Client Relations Department at clientrelations@advancedhair.com.au by no later than **5.00pm on 1 December 2017**. AHS will assess your claim and let you know your eligibility for redress.

AHS has also agreed to implement a Compliance Program to ensure this conduct does not occur again and to ensure future compliance with provisions of the ACL.

The full Undertaking is available at <http://registers.acc.gov.au/content/index.phtml/itemId/6029>

If you have any questions, please contact AHS on clientrelations@advancedhair.com.au.