

## **Frequently Asked Questions**

Find the latest and most frequently asked questions from technicians and customers for LUXit

### **General FAQs**

#### ***What is LUXit?***

LUXit is a premium beauty service app, designed for anyone who wants a beauty service on demand in their home, office or hotel from 8 am – 8 pm every day.

#### ***What services does LUXit offer?***

LUXit currently offers spray tanning, makeup, blow-dry and massage services. LUXit will expand to offer manicures, holistic therapies and other services soon.

### **Partners**

#### ***What are the membership fees?***

The first 3 months is free of charge, which allows both parties to familiarise themselves with LUXit. After the 3 month trial period a fee of \$12 per month is charged for administration purposes.

#### ***Why do I need a police check?***

LUXit Management must be assured partners and clientele are safe and secure. Police checks are provided at no extra cost to LUXit Partners.

#### ***Is there a uniform or dress code?***

There is no compulsory uniform, however, LUXit Partners represent professionalism and style. High quality printed LUXit T-shirts will be available for purchase at cost price.

#### ***How will I be paid?***

All payments will be processed electronically via bank transfer to your nominated account on a weekly basis.

#### ***Who can work as beauty and wellness professional and earn money with LUXit?***

Anyone who is a qualified service provider with insurance and experience can become a LUXit Partner. We work with the best in the business and seek experts in their field.

#### ***Will I be reimbursed for my travel expenses or parking?***

Partners must cover their own travel expenses and parking. Soon LUXit will partner with Uber offering a discount travel rate for LUXit Partners.

#### ***Do I use my own equipment on clients?***

Yes, you will be required to utilise your own professional equipment and abide by industry and safety standards that will be monitored by LUXit management for quality control purposes.

***Do I need a car to work with LUXit?***

Since LUXit is a mobile service we recommend having your own vehicle to access your clients at their chosen location. LUXit promotes our services as available within the hour in which they are booked, so a personal vehicle is ideal.

***How will LUXit market my profile and expand my client base?***

LUXit Partners will be supported through social media marketing, traditional marketing, events, trade shows and other forms of ongoing media advertising.

***Will Facebook share my or any of my customers' LUXit activity on my personal page?***

No, LUXit will never post anything on Facebook on your behalf. You can choose if you wish to share the LUXit Facebook page on your personal and professional profile.

***Will there be any incentives or bonuses based on my performance?***

Maintaining an impressive track record will enable LUXit to consider increased payment for premium partners. LUXit will be adding a tip feature to the app in the future.

***Will each job be given a timeline?***

Standard timings will be advised so customers and partners have an indication of how long each service should take.

***How will the Partners be rated?***

LUXit has a star rating whereby customers can select how many stars to rate the Partner based on their overall experience.

The stars will be visible to other customers and will enable the Partners to build a portfolio of ratings. If a Partner drops below a 4 star rating, they risk their LUXit Partner status being terminated.

***Will there be set trading hours?***

LUXit clients are able to book services from 8am – 10pm, 7 days a week.

Partners are able to choose their working hours so you are always in control of when you work.

**Customers**

***How does LUXit work for me?***

LUXit is an on-demand beauty booking service. This means you can book a spray tan, makeup or hairstyling session from anywhere anytime, be it your home or office.

***Can I book after work?***

Yes! You can book your service anytime between 8am and 8pm seven days a week. We understand that our clients have busy schedules and LUXit is available when you need us.

***How long does it take for the technician to get to my location?***

Our service technicians will arrive to your location within an hour once the job has been accepted.

***How do I know I'm getting a high quality service provider?***

All our service technicians are vetted and verified before we accept them. We reference proof of qualification and police checks to ensure all our service technicians are of a high quality.

***Can I select to have more than one service at a time?***

Yes! You can make multiple bookings at the same time, so you are able to get your hair and makeup done at once if you wish. Simply make a separate booking for each service.

***How do I pay for the service?***

You pay for the service on your phone via the app. During the sign up process you will upload either credit card details or a PayPal account, which will be charged once the service, is completed.

***Is there a cancellation window?***

If you need to cancel your appointment, you have a 10 minute window after you book within which you will not be charged. Cancellations after this point are unable to be refunded, and you will incur the full charge for your service.

***What if I am unhappy with my service?***

LUXit allows you to rate your service with a star system, and these ratings are closely monitored to ensure the highest quality of service.

If you would prefer to speak to a member of our LUXit team in person about your experience, please call 1300 724 555.