



## Jake's Story

This testimonial is completely unsolicited. First of all, let me introduce myself. I am going to use my nick name for privacy reasons. My name is Jake. I have been wearing hair replacement units for over 30+ years, most of which have been in the Austin area.

When I first moved to Austin, in the early 80's, I was trying to find a place where I could get natural looking hair and wound up at a place on I-35 billing itself to be some kind of "Hair Club". I made an appointment and met with the owner. He talked me into placing an order, for 2 hair units with all kinds of promises about how natural my hair would look, etc. So I gave him a deposit and waited until the day my new hair arrived. When it did his office contacted me and I made an appointment, paid him the balance I owed, and went into one of his rooms for my "fitting". What a joke!!!. His technician used some fishing line and super glue and attached this expensive piece of junk to my head.

Thinking that this was the best I was going to get, I left. I took his abuse and wasted more money there until finally, I couldn't take it anymore. I then sought out one of his old technicians, who had left and was doing the same thing he was, except, at the time, she was in Westlake Hills. Again, I went through the same rituals with her and stayed with her as she moved around from one broke location, in south Austin, to the next. I took her abuse and lies about "Custom Units" for years. I constantly told her what I wanted and always ended up with whatever junk she ordered. I was supposed to be on some kind of program with "disposable units" that I had to purchase every couple of months. This program was supposed to give me what I was searching for. Natural looking hair. It was "hit or miss" for years. Sometimes I would look O.K. But most of the time, the same old story.

One day when I was there, I told her I was done with the junk and told her that I wanted a better product, or I was going elsewhere. She then told me if I was willing to spend this unreal amount of money that she could get me what I wanted. I agreed, and she placed the order for the "Super Custom Unit". She called me when it came in and I rushed to her shop to get it cut in and start my new life with this great hair. At this time I had quit with the fishing line business and had gone to clips. At least with clips, when you got a bad one, you could take it off and put on an old one that looked better. Not only was it not "custom", but she even had to cut the base to fit my area. I looked like hell, but having nothing else, I left. I went home and switched out to one of my old units that looked better and pondered my options.

I went on the internet and found a place that I could order from that had a 30 money back, guarantee. I worked with them, and some months (after many delays and excuses), my units arrived. They weren't right, but I knew I had 30 days to return them. I made an appointment with the person I had been working with and went to see her. I showed her what I had, and had the last junk unit she has sold me, side by side. Even

though the units I had gotten off the internet weren't right, (the base area was too small), they were pretty good looking, especially compared to what she had sold me. I asked her if she would match their deal, except get the right size base and hopefully give me some kind of credit for the junk she had sold me.

She took both the internet unit and her junk into her office and came back and told me she could get me the same units I was able to get off the internet, except, for twice as much as I paid, and would not do anything about the junk unit she had sold me. I got up, in disgust, and headed for the door. I had to wait for her to unlock it and let me out. When she did, she asked what she should do with the junk she sold me, and I told her to "throw it in the trash, where it belongs". I left. In all fairness to the internet people, they did honor their guarantee. Guys, let me tell you,

I check out every guy's hair when I see them. Most times I'll look at my wife and say "check out that unit". Sometimes I would see a guy with great hair and say "why can't I look like that?". Not knowing where to turn, I went back to the internet and found a website for "Imagine Hair" I called the number and left a message for a call back. I got a call back, later that day from Stormy, the owner. I told her a brief version of my story and she assured me she could help me.

Her shop is a one and a half hour drive from my home, but I was desperate and needed something. I made my appointment with Stormy and met with her. We talked, as she cut and colored my hair. I could not believe the time she took to streak the color into my natural hair to make it look good. She was even able to take one of my older units I had gotten from the lady in south Austin and make it look better. Stormy did her thing and I placed my order and left.

The day finally came when my order arrived and I made my appointment. When I arrived, Stormy showed me my new unit. and it looked totally different than anything I had seen before. Well, she put it on me, and went to work doing, what I call, her magic. My chair was facing a mirror, but that day, stormy had an object in front of the mirror (unintentionally) and I could not see what was going on. When she finished, she told me to look it over and left the room.

I stood up and could not believe my eyes. WOW!!!! did I look fantastic! I grabbed a hand mirror and checked out all angles. Unbelievable. After all these years I finally achieved what I had desperately been searching for. Great, natural looking hair. Stormy came back in and asked how I liked it. I'll never forget what I said to her. "This is, hands down, the best I have ever looked in my life". Her reaction was to come across the room and give me a big hug.

When I got home, my wife stood there in disbelief. She couldn't take her eyes off me. I still will sometimes glance up to catch her "checking me out".

I am sharing this (rather lengthy) story with you to let you know there is an answer, and the answer is Stormy. For the sake of privacy, I am not willing to put my phone number

in this testimonial. However, even though I am very busy, I am willing to speak with you and answer any questions you might have. Simply call Stormy, give her your name (first name is fine), and your phone number, along with a good date and time to call you, and I will try my best to call you back. If you get a call and the caller I.D. says "private" or "Unknown", it's probably me calling you back.

I guess that's it for now. If you make the decision to call me, I'll talk with you then. You know, thinking back, I don't know if the hair on the guys I had seen before, was natural or one of Stormy's clients.

Jake