

Paragon Personal Stylist – Frequently Asked Questions

The Overall Experience

Q: What is the Paragon Personal Stylist Experience?

A: A private one-to-one styling session at Paragon, tailored to your individual wardrobe and lifestyle needs by a stylist from our curated panel.

Booking & Confirmation

Q: How do I book a Personal Stylist Experience?

A: To begin, please WhatsApp the designated number **+65 8208 0582**. A booking form will be shared for completion. Upon confirmation of availability and successful payment, the appointment will be deemed confirmed.

Q: When is my appointment considered confirmed?

A: An appointment is confirmed only upon successful receipt of full payment. Confirmation details will be shared thereafter.

Stylist Engagement & Scope

Q: What does the styling session include?

A: The session includes a one-on-one in-mall styling appointment, curated store selection, and personalised outfit recommendations.

Q: Will the stylist contact me before the appointment?

A: Yes. Upon confirmation, the stylist will reach out directly for pre-appointment alignment.

Payments & Fees

Q: How is payment collected?

A: Payment is required prior to appointment confirmation and will be collected via Paragon's PayNow QR code.

Q: Are overtime charges applicable?

A: Overtime charges apply should the shopper wish to extend the session, subject to prior payment and acknowledgement.

Q: Can I extend my styling session beyond the booked duration?

A: Overtime charges apply should the shopper wish to extend the session, subject to prior payment and acknowledgement.

Rewards - Paragon Club Points

Q: Will I receive any rewards for signing up for the Personal Styling Experience?

A: Yes. As part of the Personal Styling Experience, members will enjoy a curated bonus of 250 Paragon Club Points, worth \$100, upon successful payment and registration. The points will be credited to the member's account on the day of the session, prior to its commencement, allowing them to be enjoyed during the styling session.

Q: Will I earn Paragon Club Points for purchases made during the styling session?

A: Yes. Paragon Club Points will be awarded for qualifying in-mall purchases made during the styling session, subject to individual store participation and Paragon Club's prevailing terms and conditions.

Cancellations & Rescheduling (Service Fee)

Q: What happens if I need to cancel or reschedule my appointment?

A: Cancellation and rescheduling are subject to the notice period outlined in the service terms and conditions.

Q: What happens if a stylist becomes unavailable?

A: Paragon may propose a replacement stylist, reschedule the session, or process a refund, subject to notice period.

Q: Are refunds available for the Personal Stylist Experience?

A: Refund eligibility for the Personal Stylist Experience is subject to the cancellation notice period outlined in the service terms and conditions.

Q: What happens if my appointment is cancelled?

A: Where a cancellation is eligible for refund under the service terms and conditions, payment will be refunded via the original payment mode. Otherwise, alternative arrangements such as rescheduling may be proposed, subject to availability.

On-Day Experience & Support

Q: Where should I arrive on the day of my session?

A: Shoppers are to arrive at the Paragon Club Lounge 15 minutes prior to the scheduled session time. The stylist will meet you at the lounge before commencing.

Upon arrival, our concierge team will guide you on how to receive the 250 Paragon Club points, worth \$100, directly into your member account. The points will be credited before the session begins, allowing you to utilise them during your styling experience.

Q: Where will the styling session take place?

A: The session will be conducted across Paragon, with store selections curated by the stylist based on the shopper's needs.

Retail Purchases (During Session)

Q: Can I return or exchange items purchased during the styling session?

A: Returns and exchanges for items purchased during the styling session are subject to each retailer's individual return and exchange policies.

Q: Will Paragon handle refunds for store purchases?

A: No. Refunds or exchanges for retail purchases must be managed directly with the respective store, in accordance with their store policies.