

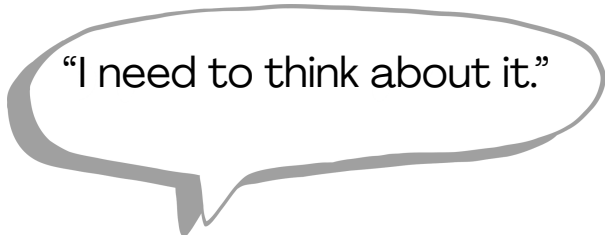


Objection handling script pack

For Hair Extension Consultations & Warm Enquiries

- ⊗ Stop panicking.
- ⊗ Stop discounting.
- ⊗ Stop losing warm enquiries because you froze.

This pack gives you practical wording for the most common objection



"I need to think about it."

The goal is not to pressure people.

The goal is to confidently uncover what's actually causing hesitation and guide the right clients properly.

When your brain goes blank

SCRIPT 1

Open clarification

“Can I ask, is there anything specific you’re still unsure about that I can help explain?”

SCRIPT 2

Option-based clarification

“Of course. Is it more the price, the maintenance, the method itself, or just wanting time to process everything?”

SCRIPT 3

Premium version

“That’s completely fine. Before you decide, I’d just rather make sure there isn’t anything still feeling unclear for you.”

SCRIPT 4

Gentle clarification

“Sometimes when people say they want to think about it, it’s because there’s one part they’re still unsure about. Is there anything specific on your mind?”

SCRIPT 5

Comparison uncover

“Absolutely. Just so I can help properly, are you still weighing up a few options?”

Finding the real objection

Use these immediately instead of panic-talking.

Option 1

"Of course, that's absolutely fine. Hair extensions are a considered decision, so it's completely normal to want to think things through."

Option 2

"Absolutely, no problem at all. I'd always rather you feel fully comfortable and clear before making a decision."

Option 3

"Of course. There's no pressure at all. It's important you feel confident in what's right for you."

Option 4

"Completely understandable. It's not the sort of thing most people decide on in ten seconds."

Option 5

"Absolutely fine. Let's just make sure you feel clear before you go away with lots of unanswered questions."

Avoid:

"Okay no worries just let me know"

Why:

Passive.

Weak.

No guidance.

Avoid:

"Is it the price?"

Why:

Defensive.

Awkward.

Feels pressured.

Price Objection Responses

If they say:

"It's more than I expected."

Response:

"I completely understand. Hair extensions are an investment. The reason I've recommended this option is because it gives you the best balance of result, longevity, and suitability for what you want. I'd rather recommend what's right properly than suggest something that leaves you disappointed."

If they say:

"I've been quoted cheaper elsewhere."

Response:

"Of course, and it's sensible to compare. Just make sure you're comparing the full picture, not simply the starting price. Hair quality, amount fitted, method, maintenance requirements, aftercare advice, and long-term results all make a difference."

If they say:

"I need to think about the cost."

Response:

"Absolutely understandable. It is an investment, so it's sensible to think it through properly."

Avoid:

Immediate discounting

Bad:

"I could knock £50 off?"

Why:

Destroys positioning instantly.

Maintenance hesitation

If they say:

"It sounds like a lot of upkeep."

Response:

"That's a fair concern. Maintenance does matter, but once clients understand the routine, it becomes very normal. I'll make sure you leave knowing exactly what to do."

If they say:

"I'm not sure I'll manage the maintenance."

Response:

"That's exactly why it's important we choose the right method for your lifestyle rather than simply what looks nicest on Instagram."

Strong positioning line:

"My job isn't just fitting extensions. It's making sure what you choose actually works for real life."

Fear of damage

If they say:

“I’m worried extensions will damage my hair.”

Response:

“That’s a very valid question. Extensions should never be treated casually. The right method, fitted correctly, with proper maintenance and aftercare, should always be the priority. That’s why I ask these questions before recommending anything.”

If they say:

“I’ve had a bad experience before.”

Response:

“I’m sorry to hear that. That’s exactly why understanding what happened matters, because not every bad extension experience has the same cause.”

Partner Approval/ Third party validation

If they say:

"I need to ask my husband / partner."

Response:

"Of course. It's a bigger decision, so that's completely understandable."

If they say:

"I need to check with someone first."

Response:

"Absolutely fine. Would it help if I sent over a clear summary of what we discussed so you've got everything in one place?"

Why this works:

You support the decision process.
Without sounding threatened.

Overwhelm/ Decision Fatigue

If they say:

"It's just a lot to think about."

Response:

"I completely get that. There's quite a lot to take in when you're considering hair extensions for the first time."

Then:

"Let me simplify it for you."

Follow with:

"What matters most is choosing the right method for your goals, budget, and maintenance comfort."

Comparison Shopping

If they say:

“I’m speaking to a few people.”

Response:

“Completely understandable. Most people do compare.”

Then:

“The key thing is making sure you compare properly, because similar-looking quotes can be very different once you look at what’s actually included.”

Optional follow-up:

“Would it help if I quickly explained what I’d suggest comparing?”

Guiding the next step

(Do NOT end weakly)

Instead of:

“No worries, let me know.”

Use:

Option 1

“Take tonight to think it through, and I’ll send you a clear summary of everything we discussed so it’s easy to review.”

Option 2

“No pressure at all. If it feels right, the next step would simply be securing your appointment with a deposit.”

Option 3

“I’d rather you make the right decision confidently than feel rushed, so I’ll send everything clearly for you.”

Option 4

“If questions come up afterwards, just message me and I’ll happily clarify anything.”

Follow-Up Scripts

24-HOUR FOLLOW-UP

“Hi [Name], just checking in following your consultation yesterday. I just wanted to make sure you had everything you needed and see whether any questions came up after having time to think things through.”

48-HOUR FOLLOW-UP

“Hi [Name], just popping back over in case there’s anything you’re still unsure about. Happy to answer questions if helpful.”

FINAL CLOSE-THE-LOOP

“Hi [Name], just a final check-in from me. Completely no pressure at all, but I didn’t want to leave things hanging if you were still deciding.”

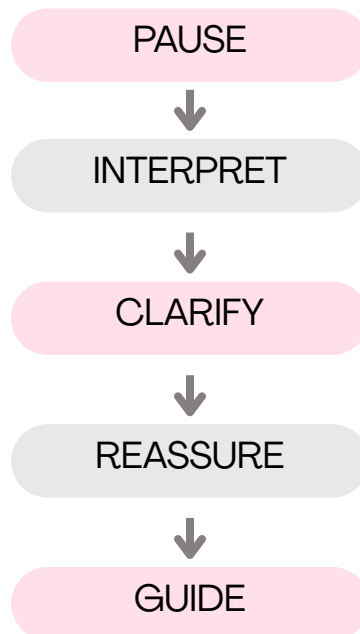
The biggest mistakes to avoid

Do NOT:

- X Panic discount
- X Over-explain
- X Sound disappointed
- X Take hesitation personally
- X Give no next step
- X Chase aggressively
- X Argue
- X Become defensive

The 5-step quick framework

When someone hesitates, remember:



Simple.
Fast.
Professional.

Remember
Not every enquiry should convert.

That is important.

The goal is not to “win” every client.

The goal is to handle hesitation with confidence so the right clients feel safe enough to move forward.