

Hair Transplant Revision Policy

Patient support framework for free revision assessment

PATIENT NAME	PASSPORT / ID NO	PROCEDURE AND DELIVERY DATE
OPERATION REPORT NO	SOURCE estequality.com/revision-policy/	

Important Note

The EsteQuality Free Revision Policy has been established to support eligible patients whose initial result requires an additional procedure following medical assessment.

This policy does not guarantee any specific cosmetic outcome.

Eligibility is determined solely by the EsteQuality Medical Team on the basis of clinical findings, recorded follow-up data and the conditions set out in this policy.

At a Glance: Timelines and Key Conditions

Months 1–12: The patient submits follow-up photographs or videos every month.

Month 12: The EsteQuality Medical Team carries out the final clinical assessment; the decision is communicated in writing, with reasons, by e-mail.

By month 18: If a free revision has been approved, the patient confirms a revision date with the clinic. The clinic sends a reminder by e-mail and WhatsApp before the deadline.

By month 24: The revision procedure is performed. In the event of a clinic-related postponement, this period is extended only by the actual delay attributable to EsteQuality.

Not covered: new loss of untransplanted natural hair, requests to change the design, areas not included in the original plan, travel and accommodation costs.

This policy is not a guarantee and does not limit the patient's statutory rights.

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1. Purpose of This Policy

This Revision Policy explains how a request for a free revision is assessed following a hair, beard or eyebrow transplant performed at EsteQuality.

The purpose of this policy is to establish a clear, consistent and medically responsible framework for patients and the clinic. The policy aims to:

- support patients where an additional corrective procedure is medically appropriate;
- define the conditions under which a free revision may be considered;
- distinguish expected healing processes, natural hair loss and medical factors from procedure-related issues;
- record clinical decisions through a structured assessment process;
- prevent unlimited or undefined expectations regarding future cosmetic results;
- protect patient safety by ensuring that every revision is medically appropriate and safe for the donor area.

Hair transplantation is a surgical medical procedure. Although modern techniques can deliver natural and long-lasting results, the final outcome may be affected by donor area quality, the characteristics of the recipient area, the existing pattern of hair loss, post-operative care, medical conditions, medications, trauma, lifestyle factors and the patient's individual biological response.

For this reason, EsteQuality does not promise or guarantee any specific density, appearance, hairline result or particular cosmetic outcome. A free revision may be considered only if the EsteQuality Medical Team determines that an additional procedure is clinically necessary under this policy.

2. Scope of the Policy

This policy applies only to patients whose initial hair, beard or eyebrow transplant was performed through EsteQuality and who are within the eligibility period set out in this document.

In this policy, the term "hair transplant" also covers beard and eyebrow transplant procedures unless expressly stated otherwise. For beard and eyebrow transplants, the terms "donor area", "recipient area" and "natural hair loss" apply by analogy to the relevant area.

The policy may cover:

- hair transplant procedures on the scalp, and beard and eyebrow transplant procedures;
- medically documented results assessed after the normal growth and healing period has been completed;
- revision needs identified by the EsteQuality Medical Team;
- cases in which the patient has completed the required follow-up and documentation steps;
- cases in which sufficient and medically suitable donor supply is available.

This policy does not automatically apply in the following situations:

- procedures performed at another clinic;
- areas not treated during the initial procedure;
- hair loss occurring after the procedure in untransplanted natural hair;
- cosmetic requests that were not part of the initial treatment plan;
- requests made after the eligibility period has expired;
- cases in which the required follow-up documentation is missing;
- cases in which the patient has undergone an external procedure that may affect the clinical assessment.

3. What a Revision Means

A revision is an additional procedure performed to address a clinically documented issue related to the result of the initial hair transplant.

Depending on the case, a revision may include:

- improvement of a limited area showing insufficient growth;
- correction of a medically identifiable density issue;
- improvement of a localised area where the initial result did not develop as expected;
- a medically appropriate correction within the limits of available donor resources and patient safety.

A revision does not automatically mean a second full hair transplant. It is a limited corrective procedure. The treatment area, donor source, technique and number of grafts are determined by the EsteQuality Medical Team after clinical assessment.

The approved scope of the revision is documented in the official Revision Assessment Report. The revision may not exceed the scope stated in that report.

4. What a Revision Does Not Mean

A revision does not mean that, once the initial treatment plan has been completed, the patient is entitled to request a new full procedure, an unlimited number of grafts or a different aesthetic design.

A revision does not cover:

- a change of personal preference after the initial design has been accepted;
- a request for a lower, wider or denser hairline that was not part of the initial plan;
- new hair loss in untransplanted natural hair;
- the progression of androgenetic alopecia with age;
- additional cosmetic enhancements beyond the medically approved scope of the revision;
- treatment of areas that were not part of the initial procedure;
- correction of results affected by non-compliance with care instructions;
- correction of results affected by undisclosed medical conditions, medications or external procedures.

The purpose of the Free Revision Policy is to provide corrective support in eligible cases; it does not create an unlimited or lifelong right to further enhancement.

5. General Eligibility Conditions

To be considered for a free revision, the patient must generally meet all of the following conditions:

- the initial procedure must have been performed through EsteQuality;
- the patient must have completed the required healing and growth period;
- the patient must have followed the post-operative care instructions provided by the clinic;
- the requested follow-up photographs or videos must have been submitted on time;
- the case must be assessed by the EsteQuality Medical Team;
- the issue must relate to the area treated in the initial procedure;
- the patient must be within the official revision eligibility period;
- sufficient and medically suitable donor supply must be available;
- the patient must not have undergone, without EsteQuality's written approval, external procedures that could significantly affect the treated area.

Eligibility is not automatic. Compliance with the timelines does not guarantee that a revision will be approved. The final decision is made following medical assessment and review of the documentation.

6. Follow-Up Requirements

Because hair transplant results develop over time, the follow-up process is a fundamental part of this policy.

For 12 months after the procedure, the patient sends EsteQuality photographs or videos taken in accordance with the clinic's instructions every month. Monthly follow-up continues until the month-12 final clinical assessment. These records help the EsteQuality Medical Team to assess:

- the healing process;
- shock loss and early regrowth;
- the condition of the donor area;
- the development of the recipient area;
- signs of inflammation, infection or trauma;
- any changes in the natural hair;
- whether the result is developing within the expected range of clinical variability.

Photographs and videos must be clear, current and taken in accordance with the clinic's instructions. The clinic may request images from the front, both temples, the mid-scalp, the crown, the donor area and any area of concern.

If the patient does not submit follow-up records, the clinic may be unable to assess the case accurately. If a monthly follow-up is not submitted, EsteQuality sends a reminder to the e-mail address and WhatsApp number provided by the patient; a record submitted within 30 days of the reminder is deemed to have been submitted on time. Failure to complete two monthly follow-ups without a valid and, where required, documentable reason and despite a reminder may affect revision eligibility.

The follow-up process is not merely a formality. It forms part of the clinical documentation used to determine whether the final result is related to the initial procedure, post-operative healing, the patient's compliance with instructions, medical factors or subsequent hair loss.

7. Month-12 Final Clinical Assessment

Month 12 after the initial procedure is the standard time point for the final clinical assessment.

At this stage, the EsteQuality Medical Team reviews the patient's recorded progress and current result. The assessment may include:

- comparison of pre-operative, post-operative and month-12 photographs;
- review of video recordings, where available;
- assessment of the area treated in the initial procedure;
- assessment of the growth of the transplanted hair;
- assessment of natural hair loss in untreated areas;
- assessment of the condition of the donor area;
- review of compliance with care instructions;
- review of medical history and current medication;
- assessment of the concerns reported by the patient.

The purpose of the month-12 assessment is to determine whether the result has matured sufficiently for a revision assessment to be made.

Hair growth after a hair transplant may vary from patient to patient. In some patients, hair texture, thickness and coverage may continue to improve after the early visible growth period. Nevertheless, EsteQuality uses month 12 as the standard assessment point for the formal review and decision process under this policy.

At the end of the final clinical assessment, the EsteQuality Medical Team may reach one of the following conclusions:

- no revision is medically required;
- further observation is appropriate;
- a paid additional treatment may be considered for new or unrelated hair loss;
- a free revision may be approved under this policy;
- the case is not eligible because the issue falls outside the scope of this policy.

The outcome of the assessment is communicated to the patient in writing, with reasons, to the e-mail address provided by the patient.

8. Revision Assessment Report

When a free revision is approved, EsteQuality prepares a Revision Assessment Report.

This report constitutes the official basis of the approved revision and includes:

- whether the revision has been approved;
- the reasons for the decision;
- the treatment area approved for revision;
- the estimated or approved number of grafts;
- the donor source considered suitable;
- the technique considered suitable;
- the clinical findings supporting the decision;
- the final clinical photographs or videos reviewed;
- the medical notes of the EsteQuality Medical Team;
- timing and next steps.

The Revision Assessment Report defines the approved scope of the free revision. Unless a written update is issued by the EsteQuality Medical Team, the patient may not subsequently extend the approved treatment area, donor source, technique or number of grafts.

The number of grafts approved for the free revision is determined during the final clinical assessment and may not exceed the number stated in the official Revision Assessment Report.

The scope of the free revision never extends beyond the limits that the EsteQuality Medical Team considers medically safe, appropriate for the donor area and clinically justified.

9. Revision Timelines

The revision timelines are set to give the patient a reasonable opportunity to complete the process while preventing open-ended revision obligations.

9.1 Months 0–12: Healing and Follow-Up

During the first 12 months, the patient must follow the standard post-operative care and monthly follow-up process.

This period allows for:

- initial healing;
- shock loss and regrowth;
- healing of the donor area;
- maturation of the transplanted hair;
- identification of any conditions requiring follow-up to take place.

Unless there are exceptional medical grounds, revision decisions are generally not finalised before the month-12 assessment.

9.2 Month 12: Final Clinical Assessment

At month 12, the patient submits the required photographs or videos for analysis. The EsteQuality Medical Team reviews the case and determines whether a revision is medically necessary under this policy.

If no revision is required, the case is closed under the free revision process unless the clinic requests further observation.

If a revision is approved, a Revision Assessment Report is prepared and sent to the patient.

9.3 Months 12–18: Appointment Scheduling Period

If a free revision has been approved and the patient wishes to proceed, the patient must contact EsteQuality and confirm a mutually suitable revision date no later than month 18 after the initial procedure.

Appointment scheduling is part of the eligibility conditions.

EsteQuality sends a reminder to the e-mail address and WhatsApp number provided by the patient at least 30 days before month 18. If, despite this reminder, the patient does not confirm a revision date with EsteQuality by month 18, the right to a free revision expires. If fewer than 30 days remain between the date the reminder reaches the patient and month 18, the patient is granted 30 days from the reminder.

9.4 Deadline for the Procedure: Month 24

Once approved and scheduled within the eligibility period, the revision procedure may be performed on the mutually agreed date, provided that it does not fall later than month 24 after the initial procedure.

Except for the clinic-related postponement exception set out in 9.5, the free revision procedure cannot be scheduled for a date after month 24.

9.5 Postponement or Cancellation

The patient may postpone a confirmed revision appointment once, for a valid and, where required, documentable reason, provided that the new date remains within the period set out in 9.4. If the patient postpones or cancels a confirmed revision appointment without a valid and, where required, documentable reason, EsteQuality is not obliged to offer further free revision appointments beyond the eligibility period.

If the clinic has to postpone the procedure for medical, operational or force majeure reasons, EsteQuality will make reasonable efforts to offer a suitable alternative date within the limits of this policy. In the event of a clinic-related postponement, the 24-month period set out in 9.4 is extended only by the actual delay attributable to EsteQuality.

10. Scope of the Free Revision

The scope of the free revision is determined solely by the EsteQuality Medical Team.

The scope may include:

- the approved treatment area;
- the donor source;
- the technique;
- the number of grafts;
- whether the revision is medically appropriate;
- whether a limited or staged approach would be safer.

If the Medical Team determines that only a specific area meets the eligibility conditions, the revision may cover a smaller area than requested by the patient.

A revision may also be declined where:

- the donor area is insufficient;
- the benefit–risk balance is unfavourable;
- the desired result cannot be achieved safely;
- the requested change is cosmetic rather than corrective;
- the issue relates to untreated natural hair loss rather than the transplanted area.

The free revision covers only the medical procedure approved in the Revision Assessment Report. It does not cover unlimited future changes, additional cosmetic requests or treatment of unrelated areas.

11. Donor Area Requirements

Donor hair is a limited medical resource. Every revision decision must protect the long-term condition of the donor area and the patient's overall appearance.

Before a revision is approved, the EsteQuality Medical Team assesses:

- donor density;
- donor quality;
- the previous extraction pattern;
- healing and scarring;
- the suitability of donor hair on the scalp;
- the availability of beard hair as a donor source, where medically appropriate;
- whether further extraction would cause visible thinning or damage in the donor area.

If sufficient and medically suitable donor hair is not available, a free revision may be declined even if the patient is otherwise within the eligibility period.

EsteQuality does not regard body hair as an automatic alternative to insufficient scalp or beard donor supply. Where scalp and beard donor sources are unsuitable, body hair may be declined on the grounds of medical assessment, expected tissue compatibility, growth characteristics, cosmetic predictability and patient safety.

The clinic is not obliged to perform a revision that could damage the donor area or create an unacceptable cosmetic or medical risk.

12. Situations That May Qualify for a Free Revision

A free revision may be considered if the EsteQuality Medical Team determines that there is a clinically significant issue within the scope of this policy in the area treated in the initial procedure.

Potentially eligible situations may include:

- localised and insufficient growth in the initial recipient area;
- an area whose result falls clearly below the expected clinical development and cannot be explained by patient-related factors;
- an issue observed and recorded during the follow-up process;
- a limited density correction that is medically appropriate and safe for the donor area;
- an issue clearly identified at the final clinical assessment and confirmed in the Revision Assessment Report.

These examples do not constitute automatic approval. Each case is assessed individually.

13. Situations That May Affect or Void Eligibility

Revision eligibility may be affected or voided if the result has been significantly influenced by factors beyond EsteQuality's control.

These may include:

- non-compliance with post-operative instructions;
- repeated failure to submit the requested follow-up photographs or videos;
- smoking, alcohol or other lifestyle factors contrary to medical advice;
- scratching, picking, rubbing or otherwise damaging the recipient area during healing;
- infection or inflammation caused or worsened by non-compliance with instructions;
- use of unapproved topical products, oils, chemicals or treatments;
- undergoing external procedures without written approval;
- undisclosed medical conditions;
- undisclosed medications or hormone therapies;
- trauma, burns, accidents or scalp injuries;

- progression of natural hair loss in untreated hair;
- unrealistic expectations outside the initial treatment plan;
- requests made after the eligibility period has expired.

EsteQuality may request additional information, medical reports or current photographs before making a decision.

14. Medical Conditions and Systemic Factors

Hair growth and healing may be affected by medical conditions and systemic factors.

These may include, but are not limited to:

- thyroid disorders;
- uncontrolled diabetes;
- autoimmune diseases;
- anaemia or significant nutritional deficiencies;
- chemotherapy or cancer treatment;
- hormone therapy;
- use of testosterone or anabolic substances;
- severe stress or serious illness;
- dermatological diseases of the scalp;
- infections;
- medications associated with hair loss or altered healing.

The patient must inform EsteQuality of known medical conditions and medications before the initial procedure and must report any changes that occur during the follow-up process.

If the patient knowingly conceals a relevant medical condition, treatment or medication before the procedure, this may affect revision eligibility.

If a new medical condition arises after the procedure and significantly affects hair growth or healing, the EsteQuality Medical Team takes this into account in its assessment. If it is determined that the issue results primarily from systemic or medical factors rather than the initial procedure, a free revision may be declined.

15. Natural Hair Loss After the Procedure

A hair transplant relocates selected donor hair to thinning or bald areas. It does not stop future hair loss in untreated natural hair.

After the initial procedure, the patient may continue to lose untransplanted natural hair due to genetic hair loss, ageing, hormonal changes, medical conditions or other factors.

This may create the perception of lower density even where the transplanted hair has developed properly.

The free revision does not cover:

- new thinning in untreated areas;
 - progression of hair loss in the natural hair behind or around the recipient area;
 - future hair loss in the crown or mid-scalp area that was not part of the initial plan;
 - aesthetic changes due to the natural progression of androgenetic alopecia.
- The EsteQuality Medical Team assesses whether the issue relates to the growth of the transplanted hair or to subsequent natural hair loss.

Where appropriate, the patient may be advised to consider medical treatment for hair loss. Any recommendation for medical treatment must be made on an individual basis by a qualified healthcare professional.

16. Use of Unapproved Products or Treatments

The patient must not apply unapproved products, oils, chemicals, topical treatments or devices to the recipient area unless approved by EsteQuality or a qualified healthcare professional.

Unapproved use may include:

- essential oils;
- herbal oils;
- chemical peeling products;
- aggressive topical products;
- non-prescribed medications;
- unverified hair growth products;
- at-home microneedling;
- heat, laser or device-based treatments not approved by the clinic.

If unapproved products or treatments contribute to irritation, inflammation, hair loss, infection, scarring or altered healing, this may affect revision eligibility.

17. Third-Party Procedures and External Treatments

Any procedure performed on the initially treated area by another clinic or provider may affect the clinical assessment.

Without EsteQuality's written approval, the following external procedures may affect or terminate free revision eligibility:

- another hair transplant;
- PRP or similar injection therapies;

- procedures marketed as exosome or stem cell therapy;
- microneedling;
- scalp micropigmentation;
- laser treatments;
- surgical corrections;
- dermatological procedures affecting the treated area;
- other procedures that may alter the scalp, the grafts, the donor area or the clinical appearance.

The reason for this rule is that external procedures may change the medical condition of the treated area and make it impossible to determine whether an issue is related to the initial EsteQuality procedure.

If the patient receives third-party treatment, EsteQuality may request the external provider's records before making a decision.

18. Patient Communication Responsibilities

The patient is responsible for keeping their contact details up to date.

These include:

- e-mail address;
- telephone and WhatsApp number;
- country of residence;
- availability to travel;
- relevant medical updates;
- availability for follow-up communication.

If the clinic cannot reach the patient due to outdated contact details, or if the patient does not respond within the required period, the follow-up or revision process may be delayed or closed. Before closing the process, EsteQuality makes at least two contact attempts via the e-mail address and WhatsApp number provided by the patient and waits 30 days after the last attempt.

Subject to the exceptions set out in 9.3 and 9.5, the patient's failure to respond does not, on its own, extend the 18-month appointment scheduling period or the 24-month final procedure period.

19. Travel, Accommodation and Related Costs

Unless otherwise stated in writing by EsteQuality, the free revision covers only the approved medical procedure.

The following are not automatically included:

- flight tickets;
- accommodation;
- airport transfers;
- visa costs;
- meals;
- companion expenses;
- loss of income;
- additional medical tests;
- medications outside the agreed scope;
- extended accommodation costs;
- costs arising from patient-related postponement or cancellation. Additional costs arising from clinic-related postponement or cancellation are assessed separately in writing.

Support packages, travel assistance or accommodation arrangements must be confirmed separately in writing.

20. Force Majeure

EsteQuality is not responsible for delays or changes resulting from events beyond its reasonable control.

These may include:

- earthquake;
- natural disasters;
- war or civil unrest;
- pandemic-related restrictions;
- government restrictions;
- flight bans;
- restrictions on hospital access;
- medical emergency restrictions;
- significant operational disruptions.

If force majeure affects an approved revision, EsteQuality will make reasonable efforts, to the extent possible and within the limits of this policy, to offer a suitable alternative date. If an approved revision is postponed due to force majeure, the extension rule set out in 9.5 applies, limited to the period during which the force majeure event actually prevented the revision procedure from being performed.

21. Final Decision Authority and Medical Discretion

All decisions regarding revisions are made by the EsteQuality Medical Team. Decisions are communicated to the patient in writing, with reasons, to the e-mail address provided by the patient. Within 30 days of notification of the decision, the patient may request a re-assessment once, together with any additional documents and current photographs; the request is reviewed by the EsteQuality Medical Team and the outcome is communicated in writing.

The Team may approve, decline, postpone or modify a revision plan based on the following factors:

- medical suitability;
- availability of donor hair;
- patient safety;
- clinical findings;
- the recorded follow-up process;
- expected benefit;
- the risk of the additional procedure;
- whether the request falls within the scope of this policy.

EsteQuality is not obliged to perform a revision that the Medical Team considers unsafe, unnecessary, unrealistic or outside the approved scope.

22. Limits of the Policy

This policy is a patient support framework. It is not a guarantee, insurance or undertaking regarding any specific cosmetic outcome.

Individual results may vary. Hair transplant results depend on biological healing, donor area characteristics, surgical planning, post-operative care, health status and the progression of natural hair loss.

This policy may be updated from time to time. The text applicable to a patient is determined on the basis of the date of the procedure and the copy delivered to the patient on that date. Subsequent changes to the policy are not applied retroactively to the patient's detriment.

This policy does not limit or exclude the patient's statutory rights under applicable law; it is a voluntary support framework offered in addition to those rights.

23. Contact

Patients who believe they may require an assessment under this policy should contact EsteQuality by e-mail at info@estequality.com or by telephone or WhatsApp on +90 535 667 87 68.

When contacting the clinic, patients should provide:

- full name;
- date of the initial procedure;
- contact details;
- current photographs taken in accordance with the clinic's instructions;
- a brief description of the concern;
- any relevant medical changes since the procedure.

EsteQuality may request additional documents before starting the assessment process.

DOCUMENT DELIVERY

Patient Full name: Signature: Date:	Delivered by Full name: Signature: Date:
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The signature confirms only that a copy of this policy has been received; it does not mean that any specific medical or cosmetic outcome is guaranteed.