

### Customer Query: Your prices are too high; I need to think about it.

\*\*Response:\*\*

I understand your concerns about the pricing. Indeed, our prices might be higher than some other hair restoration treatments. However, our pricing reflects our unique position and exceptional quality in the hair restoration industry. We are the only hair care centre in Malaysia that is officially recognized by the headquarters, with the largest scale and team. Operating as the exclusive distributor, our credentials and certifications can be verified on the official website, ensuring the quality of our products and services for the best results. Unlike other providers, our treatments are exclusively authorized by the headquarters, our products are meticulously selected and tested, and our team is professionally trained and certified. While price is certainly a factor, we believe you will find our treatment to be worth the investment. What are your thoughts on the relationship between our price and the value we provide?

### Customer Query: Your hair care centre is too far from my home; it may be inconvenient for me.

\*\*Response:\*\*

I understand your concern about the distance. Our hair care centre is located at [specific address], which might be a bit far for you. However, our treatments are highly worthwhile, and our professional team is committed to providing the highest quality service and solutions. Unlike other centres, our team is composed of experienced professionals who offer personalized consultations, detailed answers, and expert advice. We strive to create a comfortable and relaxing environment, ensuring you feel satisfied throughout the treatment process. If you're interested, we can arrange a free consultation and evaluation to help you better understand our services and their effectiveness. Do you have any specific concerns or needs regarding our location?

### Customer Query: I need to discuss it with my wife.

\*\*Response:\*\*

I completely understand your desire to discuss this decision with your partner. It's an important matter that requires careful consideration. However, before you talk it over with your wife, I can address any questions you might have, so you can provide more accurate information during your discussion. Are there any particular aspects of our simulation and stimulation treatment that you are unsure about? Is it the effectiveness, safety, or another aspect?

### Customer Query: I'll let you know later.

\*\*Response:\*\*

Sure, no problem. However, I'd like to understand which part of the treatment you need more time to consider. Is it the price, the effectiveness, or other factors? If you have any questions, I can provide more detailed information to help you make a more informed decision.

### Customer Query: I will contact you again.

\*\*Response:\*\*

Thank you for your response. Before you contact me again, is there any other information or assistance you need? Or are there specific aspects of our treatment that you would like to understand better? This way, I can quickly provide you with the necessary information and advice when you reach out.

### Customer Query: I don't know much about simulation and stimulation; I need more information.

\*\*Response:\*\*

I completely understand your need for more information about simulation and stimulation. It's a relatively new field. Our simulation and stimulation treatment is a non-surgical hair restoration method that uses micro-pigmentation on the scalp to mimic the natural growth of hair, enhancing hair density and quality. Our treatment is thoroughly researched and tested to ensure safety, effectiveness, and longevity. Unlike other providers, our simulation and stimulation treatment is exclusively authorized by the headquarters, our professional team is

highly trained and certified, and our products are carefully selected and tested. Our treatment can increase hair density and improve hair quality, tailored to your personal needs for optimal results. Do you have any specific questions or areas you would like to learn more about?

### Customer Query: I'm unsure about the effectiveness of simulation and stimulation; I need to see more cases and evidence.

\*\*Response:\*\*

I understand your uncertainty about the effectiveness of simulation and stimulation. We can provide you with before-and-after photos and success stories from our past clients, showcasing their real experiences and results. Unlike other centres, our case photos and success stories are genuine, and we can connect you with previous clients for their feedback. Additionally, we can arrange a free consultation and evaluation for you to better understand our services and their effectiveness. Are there specific aspects of the effectiveness of simulation and stimulation that you are particularly concerned about or need more information on?

### Customer Query: I have concerns about the safety of simulation and stimulation; I worry about side effects.

\*\*Response:\*\*

I understand your concerns about the safety of simulation and stimulation. Our treatment is very safe, using high-quality pigments and materials, applied by a professional team. Unlike other providers, our simulation and stimulation treatment is exclusively authorized by the headquarters, our team is professionally trained and certified, and our products are rigorously selected and tested. Before the treatment, our team will explain everything in detail and address any concerns you may have to ensure your safety and comfort. Do you have any specific concerns or needs regarding the safety of the simulation and stimulation treatment?

### Customer Query: I'm concerned about the longevity of the simulation and stimulation; I worry the results will fade quickly.

\*\*Response:\*\*

I understand your concerns about the longevity of simulation and stimulation. Our treatment uses high-quality pigments and materials, and is applied by a professional team, ensuring long-lasting results. Unlike other providers, our simulation and stimulation treatment is exclusively authorized by the headquarters, our team is professionally trained and certified, and our products are rigorously selected and tested. Our team will explain everything in detail before the treatment and address any concerns you may have to ensure your safety and comfort. Are there any specific concerns or needs you have regarding the longevity of the simulation and stimulation treatment?

### Customer Query: I worry the results will fade quickly.

\*\*Response:\*\*

I understand your concerns about the durability of the results. Our treatment is authorized and verified by the headquarters to ensure long-lasting effects. We use high-quality pigments and materials, and our skilled techniques ensure you receive lasting results. Additionally, we offer follow-up services and personalized advice to ensure your satisfaction and the longevity of the results. Unlike other centres, we are the only officially recognized hair restoration centre in Malaysia, with unparalleled quality in our services and products. Have you had any similar experiences before, or do you have any particular concerns?

### Customer Query: Why should I trust you over other centres?

\*\*Response:\*\*

I completely understand your cautious approach. We are the only hair restoration centre in Malaysia officially recognized by the headquarters, offering unmatched quality in our services and products. Our team is highly trained, with extensive experience and expertise, ensuring the best service and solutions for you. Additionally, we have been awarded the Malaysia Consumer Choice Award, reflecting our outstanding performance and

customer trust in the industry. Unlike other centres, we hold exclusive distribution rights, receiving full support and oversight from the headquarters. Our certifications are obtained through rigorous review and training processes, guaranteeing our professionalism and reliability. Do you have any questions about our certifications or awards?

### Customer Query: Other centres also claim to be certified; why should I believe you?

\*\*Response:\*\*

I understand you might feel confused by other centres' claims. Our certification is directly issued by the headquarters, and you can verify our company's information on the official NPM International website. We are the only centre with exclusive distribution rights, fully supported and supervised by the headquarters. Our certification is obtained through rigorous review and training processes, ensuring our professionalism and reliability. Unlike other centres, our certification is directly issued by the headquarters, and you can verify our company's information on the official website. Besides certification, what other factors do you consider when choosing a centre?

### Customer Query: Have other clients tried your services?

\*\*Response:\*\*

Absolutely! We have served many satisfied clients who have experienced significant improvements and results with our treatments. We can provide you with testimonials and feedback from our clients to showcase their real experiences and success stories. You can rely on our professional team and exceptional services. Unlike other centres, our client satisfaction is very high, and our treatment results are outstanding, receiving consistent praise from our clients. Are there specific aspects of the results you are particularly interested in, such as hair density or growth speed?

### Customer Query: What risks are there if I choose cheaper treatments elsewhere?

\*\*Response:\*\*

I understand your sensitivity to pricing. Choosing cheaper treatments elsewhere might pose risks in terms of quality and results. Other centres might use low-quality pigments and materials or employ unstandardized methods, leading to poor results and potential adverse reactions such as skin sensitivity. As the exclusive distributor authorized by the headquarters, we guarantee safe, high-quality treatments for your peace of mind. Unlike other centres, we use high-quality pigments and materials, and our team is professionally trained to provide safe and effective treatments. How do you balance price and quality when making decisions?

### Customer Question: What makes your services and products unique?

\*\*Answer:\*\*

Our services and products have multiple unique aspects. Firstly, our treatments show noticeable results in just 3 hours, while other treatments may take longer. Secondly, we offer personalized services and customized plans tailored to each client's needs. Additionally, we use high-quality pigments and ingredients, combined with professional techniques to ensure lasting and natural results. Most importantly, we are the only simulation & stimulation hair care centre in Malaysia recognized by the headquarters, which provides strong assurance of our professionalism and reliability. Unlike other centres, our treatments are exclusively authorized by the headquarters, our products are strictly selected and tested, and our team is professionally trained and certified. Do you have any particular interests or questions about our unique features?

### Customer Question: Does your price include after-sales service?

\*\*Answer:\*\*

Yes, our price includes comprehensive after-sales service. We focus on customer satisfaction and long-term results, providing follow-up services to ensure the lasting effectiveness of your treatment. Our team will stay in

touch with you, offering personalized advice and addressing any subsequent questions. Unlike other centres, our after-sales service is comprehensive; we will stay in touch with you, providing personalized advice and addressing any subsequent questions. Do you have specific expectations or needs regarding after-sales service?

### Customer Question: How many treatments will I need to see satisfactory results?

\*\*Answer:\*\*

The number of treatments needed can vary depending on each individual's situation. Our professional team will assess your personal condition and provide you with reasonable expectations and a treatment plan. Our unique treatment usually shows significant improvement after just a few sessions, and you will quickly see satisfactory results. Unlike other centres, our treatments are exclusively authorized by the headquarters, and our professional team will assess your personal condition and provide reasonable expectations and a treatment plan. How soon do you hope to see noticeable results?

### Customer Question: Are there any side effects from your treatments?

\*\*Answer:\*\*

Our treatments use safe, validated methods and materials, and are performed by professional teams. Side effects are very rare in our treatments. We use high-quality pigments and ingredients to ensure your safety and comfort. Before the treatment, we will explain everything in detail and address any concerns you may have. Unlike other centres, our treatments are exclusively authorized by the headquarters, our products are strictly selected and tested, and our team is professionally trained and certified. Do you have any specific concerns or questions about the safety of the treatments?

### Customer Question: Do you offer free consultations?

\*\*Answer:\*\*

Yes, we offer free consultations. We understand that choosing a hair care treatment is an important decision, so we are happy to provide detailed consultations to answer your questions and tailor the most suitable treatment plan for you. Our professional team is dedicated to providing support and guidance. Unlike other centres, our consultations are free, and our professional team is dedicated to providing support and guidance. Do you have specific expectations or needs for the consultation process?

### Customer Question: Is there any guarantee or refund policy?

\*\*Answer:\*\*

We confidently offer a guarantee because we believe in the quality of our treatments and services. If you are not satisfied with the results after completing the recommended number of treatments, we will provide appropriate solutions to ensure your satisfaction. Our goal is for every customer to achieve reliable and noticeable results. Unlike other centres, our guarantee is unconditional, our refund policy is transparent, and our goal is to ensure every customer is satisfied. Do you have any questions or need further explanation about our guarantee and refund policy?

### Customer Question: Do you have any collaborations with medical institutions?

\*\*Answer:\*\*

We maintain collaborations with several well-known medical institutions and work with professional doctors and experts to ensure our treatments and services meet industry standards and best practices. This partnership provides additional confidence and safety assurance for our clients, ensuring our treatments align with medical expertise and standards. Unlike other centres, our collaborations are carefully selected and established with reputable medical institutions, doctors, and experts. Do you have any specific concerns or questions about our collaborations with medical institutions?

### Customer Question: Can I see some case photos or evidence before the treatment?

**\*\*Answer:\*\***

Of course! We are more than happy to show you case photos and success stories from our past clients. This will provide you with an intuitive understanding of the significant improvements and results our treatments have achieved in hair care. Please request the relevant case photos from our sales consultant, and we will be pleased to share them with you. Unlike other centres, our case photos and success stories are real, and we can provide you with contacts for feedback. What types of case photos or evidence are you most interested in? Is it the improvement in hair density, the speed of growth, or other aspects?

**### Customer Question: Besides results and quality, what makes your service unique?**

**\*\*Answer:\*\***

Our uniqueness lies not only in results and quality but also in providing a comprehensive customer experience. Our team is composed of experienced professionals who will offer personalized consultations, detailed answers, and professional advice. We strive to create a comfortable and relaxing environment, ensuring you feel pleasant and satisfied throughout the treatment process. Unlike other centres, our team consists of experienced professionals, our environment is comfortable and relaxing, and our service is personalized. Do you have specific expectations or needs regarding our customer experience?

**### Customer Question: Have your products undergone clinical trials?**

**\*\*Answer:\*\***

Our products have undergone rigorous research and testing to ensure their safety and efficacy. Although our treatments are not clinical procedures, our product formulations and materials are based on scientific research and extensive experience. Our treatments have achieved significant results in many clients, which is a testament to our leadership in the industry. Unlike other centres, our products are rigorously researched and tested, and our product formulations and materials are based on scientific research and extensive experience. Do you have any questions or need further information about our product research and testing process?

**### Customer Question: Other hair care centres might offer more additional services. What makes your services special?**

**\*\*Answer:\*\***

We are dedicated to providing comprehensive and personalized services. Besides professional simulation and stimulation hair treatments, we offer follow-up services, regular check-ins, and personalized advice to ensure your results are lasting and your satisfaction is high. We establish a close working relationship with each client, focusing on your needs and goals to achieve the best hair growth results. Unlike other centres, our services are comprehensive and personalized. We establish a close working relationship with each client, focusing on your needs and goals to achieve the best hair growth results. Do you have any specific interests or needs regarding our personalized services?

**### Customer Question: I'm a bit worried about the pain. Will your treatments be painful?**

**\*\*Answer:\*\***

We highly prioritize your comfort. Our treatments are designed to minimize discomfort and pain. We use advanced technology and professional techniques to reduce pain to the minimum. Additionally, our team will work with you to ensure you feel comfortable and relaxed throughout the treatment process. We can provide local anesthesia or soothing measures to make your experience as pleasant as possible. Unlike other centres, our team will work with you to ensure you feel comfortable and relaxed throughout the treatment process. We can provide local anesthesia or soothing measures to make your experience as pleasant as possible. Do you have any specific concerns or needs regarding pain management?

**### Customer Question: I have concerns about the longevity of simulation and stimulation hair treatments. Will they fade or lose effect over time?**

**\*\*Answer:\*\***

Our simulation and stimulation hair treatments use high-quality pigments and ingredients applied by professional teams to ensure long-lasting results. While the color may gradually fade over time, our treatments are designed to maintain a natural and enduring appearance. We also offer touch-up and maintenance services to help you maintain the best results and extend the longevity of the treatment. Unlike other centres, our simulation and stimulation hair treatments use high-quality pigments and ingredients applied by professional teams to ensure long-lasting results. We also offer touch-up and maintenance services to help you maintain the best results and extend the longevity of the treatment. Do you have any specific concerns or questions about the longevity of the treatments?

**### Customer Question:** I'm worried about potential complications during the treatment. Do you have measures to handle them?

**\*\*Answer:\*\***

Our team has extensive experience and expertise to handle any potential complications. Before the treatment, we conduct thorough consultations and assessments to ensure your health condition is suitable for simulation and stimulation hair treatments. We use safe and reliable procedures and adhere to strict hygiene and sanitation standards to minimize any risks. Unlike other centres, our team has extensive experience and expertise to handle any potential complications. Before the treatment, we conduct thorough consultations and assessments to ensure your health condition is suitable for simulation and stimulation hair treatments. We use safe and reliable procedures and adhere to strict hygiene and sanitation standards to minimize any risks. Do you have any questions or need further information about our measures to handle complications?

**### Customer Question:** Are your treatments suitable for everyone? Are there any limitations?

**\*\*Answer:\*\***

Our treatments are suitable for most people, but there may be specific conditions and limitations. Before proceeding with the treatment, we conduct detailed evaluations and consultations to understand your individual situation and health condition. If we determine that you are not a suitable candidate for simulation and stimulation hair treatments, we will honestly inform you and provide other suitable solutions or suggestions. Unlike other centres, our treatments are suitable for most people, but there may be specific conditions and limitations. Before proceeding with the treatment, we conduct detailed evaluations and consultations to understand your individual situation and health condition. If we determine that you are not a suitable candidate for simulation and stimulation hair treatments, we will honestly inform you and provide other suitable solutions or suggestions. Do you have any questions or need further information about the suitability of our treatments?

**### Customer Question:** Is your price negotiable or do you offer any discounts?

**\*\*Answer:\*\***

Our pricing reflects the value of our high-quality treatments and professional services. We focus on providing fair and competitive prices and continuously strive to enhance our products and services. While our prices may not be negotiable, we regularly offer special promotions and discounts to reward our customers. Additionally, our exclusive distributor status ensures you receive the best prices without worrying about purchasing low-quality or unreliable products through other channels. Unlike other centres, our prices are fair and competitive. We regularly offer special promotions and discounts to reward our customers. Additionally, our exclusive distributor status ensures you receive the best prices without worrying about purchasing low-quality or unreliable products through other channels. Do you have any questions or need further information about our pricing policy?

**### Customer Question:** I'm considering other cheaper simulation and stimulation hair treatments. Why should I choose your services?

**\*\*Answer:\*\***

I completely understand that you are comparing different options, including those with lower prices. However, I want to emphasize that our treatments offer unique value and advantages. We are the only exclusive distributor in Malaysia, recognized and supported by the headquarters. Our team is professionally trained and certified, with extensive experience. Our product quality is reliable, and our treatment results are significant, having received consumer choice awards. Choosing us means choosing a trusted and professional centre to ensure you get the best simulation and stimulation hair results. Unlike other centres, we are the only exclusive distributor in Malaysia, recognized and supported by the headquarters. Our team is professionally trained and certified, with extensive experience. Our product quality is reliable, and our treatment results are significant, having received consumer choice awards. Do you have any questions or need further information about our unique value and advantages?

### Customer Question: Someone told me I could buy similar products online and do it myself. Why should I choose your services?

\*\*Answer:\*\*

While buying similar products online and doing it yourself might be an option, it comes with risks and uncertainties. Our treatments offer professional techniques and personalized services to ensure you achieve the best results and safety. Our team is professionally trained and can provide customized solutions based on your personal needs and requirements. Additionally, our product quality is guaranteed, giving you peace of mind. We also provide after-sales service and support, ensuring you receive continuous attention and guidance throughout the treatment process. Unlike other centres, our treatments offer professional techniques and personalized services to ensure you achieve the best results and safety. Our team is professionally trained and can provide customized solutions based on your personal needs and requirements. Additionally, our product quality is guaranteed, giving you peace of mind. We also provide after-sales service and support, ensuring you receive continuous attention and guidance throughout the treatment process. Do you have any questions or need further information about the differences between self-treatment and choosing our services?

### Customer Question: Besides verifying on the official website, how can I ensure your hair care centre is genuine and trustworthy?

\*\*Answer:\*\*

Besides verifying our information on the official website, you can also check our customer reviews and reputation. We proudly display our past clients' success stories and can provide you with contacts for feedback. Additionally, you can consult relevant consumer rights organizations or industry associations in Malaysia to learn about our credibility and reputation. Our professional team and exclusive distributor status also prove our genuineness and trustworthiness. Unlike other centres, our customer reviews and reputation are excellent, our success stories are numerous, and our professional team and exclusive distributor status are proof of our genuineness and trustworthiness. Do you have any questions or need further information about the authenticity and credibility of our centre?

### Customer Question: Are there any additional or hidden fees?

\*\*Answer:\*\*

We prioritize transparency and clarity in our pricing policy, so you don't have to worry about any additional or hidden fees. During the consultation process, we will explain the prices and included services in detail to ensure you understand the entire fee structure. Our goal is to provide fair and transparent pricing, giving you peace of mind and ensuring you receive the best simulation and stimulation hair treatment experience. Unlike other centres, our pricing policy is transparent, our fee structure is clear, and our goal is to provide fair and transparent pricing, giving you peace of mind and ensuring you receive the best simulation and stimulation hair treatment experience. Do you have any questions or need further information about our pricing policy?

### Customer Question: Other hair care centres might offer faster results. Why should I choose your services?

**\*\*Answer:\*\***

While some centres claim to offer faster results, we emphasize that our treatments are thoroughly researched and tested to ensure safe, long-lasting, and reliable results. We focus not only on the speed of the results but also on their quality and longevity. Our treatments are well-regarded in Malaysia and have received consumer choice awards, demonstrating our expertise and superior quality in the field of simulation and stimulation hair care. By choosing us, you can trust our experience and professionalism to achieve lasting and satisfying results. Unlike other centres, our treatments are thoroughly researched and tested, our results are lasting and satisfying, and our expertise and superior quality are recognized. Do you have any specific concerns or needs regarding the longevity and quality of the results?

**### Customer Question:** Why can't other hair care centres achieve the true essence of simulation and stimulation hair treatment, while you can?

**\*\*Answer:\*\***

Thank you for your question. Other hair care centres may struggle to achieve the true essence of simulation and stimulation hair treatment primarily because they lack an integrated system like ours. Our simulation and stimulation hair centre has large-scale facilities, and our laser hair growth treatments are FDA-approved, which is a key advantage that other centres cannot match.

First, our laser hair growth treatments are FDA-approved, meaning they meet strict standards and have been rigorously tested and verified for safety and effectiveness. Other centres might use non-certified equipment, which cannot guarantee the same level of effectiveness and safety.

Second, our hair care and growth products complement our treatments to ensure optimal results. These products are professionally developed and selected, offering excellent hair growth benefits and providing comprehensive care and nourishment to promote healthy hair growth. Other centres may not have such an integrated product system, making it difficult to offer the same level of comprehensive care.

Most importantly, we commit to providing every customer with free one-on-one hair care and growth treatments and follow-up services for up to six months. This means we establish a lasting relationship with you, ensuring continuous attention and guidance throughout the treatment period. Our professional team works closely with you, adjusting the treatment plan based on your progress and needs to ensure you achieve the best possible simulation and stimulation hair growth results. This personalized one-on-one treatment and follow-up service is something other centres cannot offer, providing you with additional assurance and support.

Therefore, our integrated system, FDA-approved laser hair growth treatments, complementary hair care and growth products, and six months of free one-on-one treatment and follow-up services set us apart from other centres. Our goal is to provide you with the true essence of simulation and stimulation hair treatment, offering comprehensive support for your hair health. Do you have any specific questions or need further information about our unique offerings and advantages?

**Customer Question:** If I am not satisfied with the density effect and the level of simulation and stimulation hair after completion of the treatment, is there any guarantee? Do other institutions offer similar refund guarantees?

**Answer:** Thank you for your question. We highly value customer satisfaction, so we offer a money-back guarantee to ensure your satisfaction with the density effect and the level of simulation and stimulation hair. If you are not satisfied with the density effect and the level of simulation and stimulation hair after completion of the treatment, we will refund your payment in full.

This demonstrates our confidence in our own technology and service quality because we believe our treatments will give you satisfactory results. We only accept cases that we are confident will be effective, which is why we have this confidence and guarantee. Other institutions often do not offer similar guarantees because they may not have the recognition and authorization from the headquarters to provide such assurance.



We are the only officially authorized simulation and stimulation hair care center in Malaysia, recognized by prestigious consumer choice awards and other institutions in Malaysia. We always prioritize customer satisfaction and will never leave any issues unresolved or let you bear the cost of dissatisfaction. Our refund guarantee is a commitment to ensuring you get satisfactory results and service under any circumstances.

Please feel confident in choosing us. We will do our utmost to provide high-quality simulation and stimulation hair care services and ensure your satisfaction and trust. If you are not satisfied with the density effect and the level of simulation and stimulation hair on the day of treatment, we will actively address the issue and refund your payment to ensure your rights are protected.

Customer Question: What are your prices?

Answer: Our prices are based on the comprehensive treatment and personalized services we provide. However, rather than just looking at the prices, it's better to understand the unique value and advantages we offer so you can make a more informed choice.

Customer Question: Why are your prices higher than other hair care treatments?

Answer: Our prices reflect our unique position and excellent quality in the hair care industry. We offer the only treatment in Malaysia recognized by the headquarters, with the largest scale and team. We operate as the exclusive sole distributor, and our certification and qualifications can be verified on the official website. This ensures the quality of our products and services is guaranteed, allowing you to achieve the best results.

Customer Question: Other treatments may be cheaper, why should I choose you?

Answer: Our prices reflect the value and results we offer. What sets us apart from other treatments is that our treatment only takes 3 hours to see significant results. Other treatments may take longer to see results, or may not guarantee results at all. Additionally, we operate according to the standards required by the headquarters and use high-quality pigments and ingredients to ensure you receive a safe and effective treatment, avoiding the risk of using cheap inferior products that may cause side effects or even cancer.