

## Ideal Image Wilmington/Newark Guest Testimonials

To keep the confidentiality of all of our guests, we have removed individual's names

**Testimonial #1:** I have only had one treatment so far but I can tell you that my first impression and experience were wonderful. The ladies are very nice, comprehensive, professional and extremely helpful. I felt like I should have gone sooner. Everything was explained in detail and I was walked through the whole process from the procedure to the financing by a very apt and wonderful member of the staff (as all 3 ladies there were). I have no doubt that my subsequent visits will also be the same. Thank you for helping this lady change her life.

**Testimonial #2:** My Daughter and I are both THRILLED with the results so far. We look forward to our appointments because each time we are one step closer to being hair free. I'm not sure how long this type of hair removal has been possible but I wish we would have done this a long time ago. I'm glad to be able to give this service to my daughter while she is still young so she doesn't have to suffer as long as I did.

Our technician makes you feel so at ease and has always been able to answer any of our questions and concerns. I have, and will continue to tell people how much they would love the results and that the prices are reasonable and there are easy payment plans available. I'm already thinking of getting my eyebrows done like my daughter is. We have only had two treatments and my upper lip hair growth has slowed so much that I didn't need to do anything to it for weeks. My chin area is more coarse and those hairs have slowed in growth time but will still require a bit more treatment than the upper lip.

I tried electrolysis years ago and it was painful and I had to deal with redness and swelling for days. Every visit I had to leave holding ice on my lip so it would go numb. The appointments took longer and I always had fears about the needle being sanitary. This procedure is quick, virtually pain free and after applying the cool gel the slight pinkness goes away and any irritation to the skin is gone before we get half way home.

We are two Very Happy Customers. Thank you for opening an office closer to our home and for advertising on the radio, which is where I heard about your service.

**Testimonial #3:** I couldn't be happier with what Ideal Image Laser Hair Removal has done for me. Laser hair removal really has changed my life. Now, instead of digging through my purse to find my tweezers, I can dig through to find all of the other "I need it now" items which have migrated to the bottom. But heck, I'd rather be searching for lipstick, or gum, or aspirin... anything but those evil tweezers!

**Testimonial #4:** I'm happy to say I've been very pleased! I had my first treatment done about 4 weeks ago now, and I can see a major difference. I am saving so much time in the morning! In addition, and perhaps more importantly, I have felt very comfortable in your office. Everyone has been discreet and respectful. This is something I've thought about doing for a very long time, and I was apprehensive about whether or not I would feel comfortable talking to strangers about it. You've not only made me feel at ease, but you've also been extremely professional. I look forward to my upcoming treatments and am seriously considering signing on for more areas when I come in October.



**Testimonial #5:** Overall I have been very pleased with the service. My appointments are very convenient for me in regards to location and time. I am taken back for treatment at or before my treatment time which shows me Ideal Image has respect for my time. Since I am African American my biggest fear was having skin discoloration as a result of laser hair removal and I am happy to report I have not had any. Thank you for coming to Delaware and offering not just great laser hair removal but overall great customer service.

**Testimonial #6:** I have to say that I never thought that I would do something like laser hair removal until my friend went and had her bikini area and upper lip done. So of course I had to have it done. I heard about Ideal Image on the radio, so I decided to call. I am so glad that I did! I went with the Brazilian Bikini and I just love it. I will never have to worry about the irritating razor stubble again! Your staff was just wonderful. They explained everything to me and I was able to use my CareCredit for payment. (That was the best!) I am very happy with the service of your staff. Very professional!

I would recommend it to anyone thinking about laser hair removal!

**Testimonial #7:** I would just like to say that the atmosphere upon entering makes you feel very comfortable. Patti and Susanna were very kind, and knowledgeable with all the questions that I had. I have been telling lots of my girlfriends and family members about Ideal Image, and I am going to try to convince my uncle to get my aunt some treatments for a Christmas present.

**Testimonial #8:** I think the service and results I have received are excellent. I just had my 2nd underarm treatment this past Friday and I am definitely getting results ! I feel my questions get answered and Susanna is a very nice person! I enjoy the friendly atmosphere and look forward to having more hair removal done in the future!

**Testimonial #9:** I was very pleased with your service, both during the initial consultation and during my first treatment. Everyone went out of their way to make me feel comfortable.

**Testimonial #10:** I just wanted to write a letter to thank you for your friendly and professional service. I just finished with my first round of treatments for my entire body and the staff made all the difference.

I have always had a very hard time dealing with the amount of hair on my body. It has been very embarrassing for me to the point that I have not gone to a swimming pool or to the beach in over fourteen years. I have often felt trapped by it and have never shared with people why I don't go to the beach or pools.

The great people on your staff made me feel very comfortable and this made getting the treatments easy for me. Patti, Elena, and Susanna have been so wonderful. It would have been too uncomfortable for me to do if it wasn't for Susanna's friendly conversation during the treatments and Patti's encouragement after each treatment was completed. I was very nervous with starting this procedure but it has been such a rewarding experience. I heard the advertisement on the radio but was not sure about coming in but now I am so happy that I did! I have been telling all of my family, friends, and co-workers about your office and will continue to refer people.



In a time when most companies are getting ripped for the extreme lack of customer service it is almost a treat to visit your office. Again I just wanted thank the entire staff for helping me reach a new level of personal freedom!

**Testimonial #11:** I have had a positive experience since I started coming to Ideal Image. I have only had 2 visits so far, but each time the staff has been friendly and informative.

**Testimonial #12:** I just wanted you to know how much I appreciate you getting back to me as fast as you did and with the information you provided me with.

**Testimonial #13:** Professionalism: you and your staff maintain a professional attitude towards inquiries. Follow-Up: Immediate response to an e-mail inquiry was refreshing and nice to receive.

**Testimonial #14:** I felt no pressure from anyone in your staff. I must also say that the staff was very kind and professional at the same time and that is hard to find. I am very happy that I chose to use your service and would recommend your company to anyone.

**Testimonial #15:** I think your center is clean, and conveniently located. Your staff is friendly, knowledgeable and helpful. Thanks for saving me time and embarrassment!

**Testimonial #16:** My experience with Ideal Image has been the best! The facility is clean. The people are friendly and caring. Ideal Image is a place that I feel good about recommending to friends. Actually, my husband is even recommending you! We were on a "party bus" a few weeks ago with 20+ friends when he decided that everyone should know about your services. Yes, he's as pleased as I am! Thank you!

**Testimonial #17:** I recently received my second treatment and have found it to be a very positive experience. I appreciate how discrete everyone is. Not to mention helpful and understanding. I have very high hopes for the future treatments, I am so excited to finally have this opportunity. Thanks to your staff for putting me at ease.

**Testimonial #18:** I experienced a very quick response to my online inquiry. Elena was very nice, helpful, and even comfortable to talk to.

**Testimonial #19:** I just wanted you to know how much I appreciate you getting back to me as fast as you did and with the information you provided me with.

**Testimonial #20:** I was very pleased with the service that I received from the time I sent the e-mail. Everyone was extremely friendly and informative. The procedure was fast and I have recommended this company to several friends.

**Testimonial #21:** The office was really great. All the staff was helpful and friendly. I did not feel pressured at all, which was totally unexpected.



**Testimonial #22:** I used to be embarrassed when I would go to the beach or pool because I had a lot of hair on my back and chest. Now, I don't even think twice about taking my shirt off thanks to Ideal Image. I am much more confident. Ideal Image is awesome!

**Testimonial #23:** I was tired of shaving and getting 5 o'clock shadow and in-grown hairs (embarrassing). With your team at Ideal Image I have been able to kiss the problems and my razor good-bye! You guys are fantastic.

**Testimonial #24:** Since my wife loves her results thus far at Ideal Image, she wanted me to get my hands, in between my eye brows and the back of my neck treated because she was tired of shaving it for me all the time. At first, I didn't think too much of it but went ahead and did it for her. I am so happy I did. The results are amazing. I feel so clean cut all the time and I don't waste any time shaving or worrying about those areas. I absolutely love the results. I can't wait to get my shave line on my neck and chest treated. I would recommend Ideal Image to anyone.

**Testimonial #25:** I was very satisfied with my first visit to Ideal Image. Everyone was very nice and professional. I look forward to the rest of my visits, and of course getting rid of my lip and chin hair.

**Testimonial #26:** I have been very happy with the service that I have received so far.. I like that I feel "remembered" when I had phoned and come in. It is so nice to be greeted with a smile and by "friends" too. I like Susana a lot... she is just so matter-a fact about stuff that could be potentially embarrassing. I have had questions answered and problems handled in a timely way. I love that you have been able to work with my schedule and never once did I feel like "here she goes again". (I have those people too!)

**Testimonial #27:** It has been a wonderful experience. I had been thinking about getting laser hair removal for a while and once I did it, I totally love it. The experience has been phenomenal, the staff is super friendly and very knowledgeable about your treatment and what to expect. They take their time with you and show you that they care about your experience with them. They make you feel comfortable and help you ease your nerves. I was totally amazed after one treatment, how my underarms and bikini area didn't experience hardly any hair growth until a week or two before my 2nd second treatment. It was great to not have to worry about shaving every day. I love it.

**Testimonial #28:** You ladies there are great! I am so happy that I chose to have my underarms done. I can't wait till my next treatment in November, and I have been telling everybody they need to come and see you all. Thanks again for everything.

**Testimonial #29:** I think you guys were wonderful, always very friendly and talkative.

**Ideal Image Wilmington**

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**Office hours**

Monday - Saturday 9am - 6pm (extended hours on Thursday from 9am - 8pm)



LASER HAIR REMOVAL