



RETURN POLICY

All hair orders are thoroughly inspected throughout the manufacturing of your order and primarily before its completion. Every weft extension and bundle of hair is hand washed, vigorously tangle tested and air dried as part of our quality control procedures. Our primary concern is to make sure you and your customers are completely satisfied and therefore you must inspect your order(s) immediately after receiving them.

- **EXAMINE YOUR MERCHANDISE**

Please examine the merchandise when you receive your order. Check the length, color, texture, quantity and quality according to the order requirements you submitted. Conduct your own tangle test before you install extensions on your client or send hair to another company for further manufacturing by shampooing and conditioning the hair.

- **OUR POLICY**

Our strict return policy regarding custom made hair orders is due to the fact that all custom hair orders are made from raw hair to finished goods for each specific customer according to the order you submit and the hair cannot be used for a different order.

- **Custom-made bulk hair:**

- If for any reason you are unsatisfied with your merchandise you have **3 working days** after the receipt of your **custom hair order** to either call or email our company with your complaint. Custom bulk hair is subject to a 10% restocking fee when returning or exchanging. Under no circumstances will we accept as a return or exchange hair that has been cut, worn, chemically or mechanically altered. The merchandise must be returned in its original condition. Bulk hair must be in its original packaged state with band intact. To fulfill an exchange we must receive the entire order you wish to return first before we can begin production and send out the replacement. From the date you have received the return authorization number you will have another 14 working days until we must receive the package at our Van Nuys warehouse or your authorization will expire.

- **Custom-made hair extension wefts:**

- If for any reason you are unsatisfied with your merchandise you have **3 working days** after the receipt of your **custom hair order** to either call or email our company with your complaint. Custom hair wefts are subject to a 15% restocking fee when returning or exchanging. Under no circumstances will we accept as a return or exchange hair that has been cut, worn, chemically or mechanically altered. The merchandise must be returned in its original condition. To fulfill an exchange we must receive the entire order you wish to return first before we can begin production and send out the replacement. From the date you have received the return authorization number you will have another 14 working days until we must receive the package at our Van Nuys warehouse or your authorization will expire.

- **Ready made stock products:**

- **Returns:** All adhesives, hair care products and stock hair can be accepted as a return within 30 days after receipt of your order provided they are unused or altered and in their original packaging. All products are subject to a **10% restocking fee.**
- **Exchanges:** All adhesives, hair care products and stock hair can be accepted as a return within 30 days after receipt of your order provided they are unused or altered and in their original packaging. No restocking fee.
- **Replacements:** If products are damaged during transit please contact us within 3 working days from the date you received the goods. Please retain all products, packing material and boxes for claim purposes as all shipments are insured. You will be instructed if a shipment requires investigation. Please return the damaged item(s) within 15 days from date of invoice with the return authorization number that will be provided to you. The customer is responsible for shipping charges unless the courier accepts the claim and refunds the shipping costs. To receive your new item we must receive your merchandise first before we can send out a replacement.
- **We do not offer refunds on the original shipping charges nor do we reimburse return shipping charges.**

All products, especially custom orders that are returned will be subject to a thorough inspection and lab tests to check and validate any claims being made by the customer. Within 48 hours of receiving a return the customer will be contacted to discuss the findings and final reports.

Tel: 818-997-8810 Address: 7820 Burnet Avenue, Unit A, Van Nuys, CA 91405 Fax: 818-997-8860

By signing below I certify that I have read and understood the conditions of Hair & Compounds Return Policy:

Salon Name (if applicable) Stylist Name Signature Date