



## **Returns, refunds and exchanges**

We always spend a great deal of time with our clients and you will never feel rushed into making a decision on your purchase, however due to the bespoke nature of some of our pieces and for hygiene reasons please understand the following:

### **Our refund policy**

Due to the bespoke nature of your wig or hairpiece, and for hygiene reasons we are unable to offer any kind of return or refund on items once you have left the salon. This also applies to branded synthetic pieces.

### **Exchanges**

We are not able to offer an exchange on your wig or piece once you have left the salon.

### **Faulty items**

In the case that you feel your item may be faulty, please contact us immediately so that we can best advise on next steps. Our wigs, toppers and pieces carry a guarantee of 1 month from date of purchase and will cover anything deemed as a product fault. This does not include fit, colour, style, length etc which will all have been discussed and agreed before making your purchase.

Please be assured that we are here to help you. We know that wearing hair can be daunting and there is a lot to learn, and that is why we always promise to give you as much time as you need and will never rush you into making a purchase. We are also always available via WhatsApp on 01708 456175 in the case of any queries or product support following your purchase.