**REFUND POLICY**

**Modify the text between [ ]**

**Return Policy:**

We take great pride in our product and it is 100% guaranteed. Since natural hair is reactive to a simple wash and deep conditioning product issues or concerns can often easily be remedied by implementing a simple care regimen. However, if you feel you've received a product that is truly defective we want to hear from you! If you have received any product that is defective you must contact us within (5) five business days of receipt of the merchandise. Although no refunds are permitted we will address the quality issue at once. We will require you to provide photos of the defective hair. If the product you've received is deemed to be defective by our team we will send you a return label for the merchandise received. Once we've had a chance to examine it on site we will send a replacement immediately. If hair has been cut/used or worn, this policy is void.

If an incorrect product was sent to you we will send you a return label for the merchandise you received. Once we have received it back we will send an immediate replacement.

All purchases at our in store boutique or at trade shows are final without exception.

**Exchanges:**

We always strive to make sure customer satisfaction. If you are not completely satisfied with the product you've purchased you may exchange it for a selection of equal or greater value under the following conditions:

Exchange Time Frame: You must contact us within 5 days of receipt of product(s). Any exchange request after 5 business days will not be honored.

Product must be in original condition: Product should be unused and in its original condition; unwashed and not combed, picked brushed or otherwise altered. You cannot return human hair products that have been used. This includes removing the hair from the bundle and trying it on. We adhere to these strict policies with respect to hair returns, hygiene concerns and the applicable law. Please return the item in the original and resalable condition as a necessary health precaution. If the product you are trying to exchange is received in any other condition it will be returned to you in the same method as your original order at your expense.

Replacement Value: Product must be exchanged for something of equal or greater value. Please be forewarned, no credit will be given if you select a replacement of a lesser value.

**Shipping Charges:** You will be required to pay shipping back both ways. In order to process an exchange the unwanted product would need to be sent back at your expense. We suggest sending through a carrier that provides tracking information and delivery confirmation since we are not responsible for lost packages. Once your product has been received it will be examined thoroughly. If the product has been returned unused, in its original condition we will exchange the product for something of equal or greater value.

\*Exchanges are NOT available on clearance, tradeshow or in store purchases.