**Modify the text between [ ] and use the ‘find and replace’ function to update the document.**

[URL]

[NAME STORE]

[MENTION FIRST DAY OF THE WEEK AND LAST DAY OF THE WEEK PLUS IF APPLICABLE HOURS]

[MENTION SHIPPING TIME]

[MENTION SHIPPING TIME]

[MENTION PAYMENT METHODS YOU ACCEPT]

[MENTION PAYMENT CURRENY]

[YOUR PHONE OR WHATSAPP NUMBER PLUS COUNTRY CODE]

[YOUR CUSTOMERSERVICES EMAIL ADDRESS]

Special attention for the shipping conditions.

**Terms and Conditions**

Thank you for your visiting! Please feel free to review shop and browse [URL]. At the same time, please remember that your access to our webstore is subject to the following terms of use as well as all applicable laws. By accessing and using the [URL] webstore site and making a purchase with our company you accept and agree to the Terms of Use. Please read this information carefully as it contains important details about your rights and obligations as well as limitations and exclusions that may apply to you. [NAME STORE] reserves the right at our discretion to make changes to prices, policies and procedures. Please check this page periodically for changes.

**Overview:**

When you purchase a product or service, we will always make every effort to match each selection to the exact specifications of your order. Because most of our hair is human hair most selections come from an individual donor (one head of hair). For this reason, it's impossible to guarantee hair color or texture. Our 100% virgin hair comes in a natural Straight, Wavy or Curly pattern and the natural color will range between a natural 1b and 2. In some cases we may have lighter pieces which are available upon request but are not guaranteed.

Please be forewarned, refunds will not be issued for dissatisfaction with texture, color, issues with natural tapering, split ends or concerns that are typical of a natural human hair product. At [NAME STORE] we maintain a very high level of quality assurance. All our hair is prepared and professionally packaged by us. Everything goes through a vigorous process to make sure you are receiving the best quality product possible. All orders are thoroughly inspected before shipping. It is our primary focus to make sure you are completely satisfied.

**Order Processing:**

Our business hours are [ MENTION FIRST DAY OF THE WEEK AND LAST DAY OF THE WEEK PLUS IF APPLICABLE HOURS]. Most orders placed before [MENTION SHIPPING TIME] will ship out the same day. Orders placed after [MENTION SHIPPING TIME] will ship out on the next business day. Orders placed over the weekend will be shipped first thing Monday morning unless it is a public holiday. Once shipped, orders arrive within the time frame selected on the order form. Please note: 2-day and 3-day shipping timeframe does not include the day of processing.

**Product Availability:**

Terms of sale are based on availability. If any product is out of stock, unavailable or if we are just simply unable to fulfill your order, we will contact you immediately to find out if you are interested in receiving an alternative product that may be available. If we are unable to offer you a suitable replacement and you wish to terminate the sale, we will refund the amount charged to your credit card or other payment method used for the original order. We will never refund to another payment method.

Please note: Prices, specifications, and availability of products are subject to change without notice. Any typographical, photographic, or specification error in products or pricing is subject to correction. We will notify you of any corrections or changes and ask for your approval before we complete your order. We do not offer any price adjustments during sales or promotions.

**Payment Terms:**

Terms of payment are always 100% upfront. We accept [MENTION PAYMENT METHODS YOU ACCEPT]. As soon as you place an order online you will be charged. Due to the nature of our products, All Sales Are Final.

If you are a new customer and your order is over [MENTION PAYMENT CURRENY] 300, your billing and shipping address are different or you are an international customer you will be asked to fill out a credit card authorization form prior to the release of your order. Credit card fraud and theft of our merchandise will fully be prosecuted of the law. If your billing address is different than your shipping address you will be required to fill out a credit card authorization form and send supporting documentation before your shipment is released. If this is necessary, a representative will contact promptly after your order has been placed.

**Shipping Costs:**

Please note that a signature is required on all deliveries.

[MENTION YOUR SHIPPING CHARGES AND DAYS OF DELIVERY]

[EXAMPLE

SHIPMENTS WITHIN THE UNITED STATES:

GROUND (5-7 BUSINESS DAYS): $15

3 BUSINESS DAYS: $20

2 BUSINESS DAYS: $30

NEXT DAY AIR WEEKDAY: $45

NEXT DAY AIR SATURDAY: $75

SHIPMENTS OUTSIDE THE UNITED STATES:

EXPEDITED (5-7 BUSINESS DAYS): $70

EXPRESS (3-4 BUSINESS DAYS): $85 ]

**Shipping Delays**:

For your convenience it's always advisable not to wait until the last minute to place your order. If you have a deadline, hair appointment or other engagement it is always wise to order far enough in advance to allow for unanticipated delays. We will give you a delivery estimate when you place your order based on the information we receive from our warehouse on behalf of the carrier. We are not responsible for late shipments due to increment weather, holidays, natural disasters, or carrier delays.

Please also keep in mind that holidays do not count as a business day and should be considered when calculating shipping times. We entrust our carrier to deliver your package on time. If your package is delayed, we will not offer a reimbursement of shipping charges. If you need additional information, please contact us.

**Failed Deliveries / Refused Shipments / Incorrect Shipping Address:**

Incomplete or incorrect address information is the major cause of shipment delays. Check the address information on your order. Make sure you have included ALL the information (address, apt#, etc.) needed to deliver your package. Your order will be shipped via our carrier to the address you provide. It is extremely important that you give us the most accurate and complete information possible. If an address correction needs to be made after your shipment has been sent you will be assessed additional charges to make the correction.

If a shipment is returned to us due to a bad address you will be responsible for additional shipping charges. No refunds will be issued for refused or abandoned shipments.

**Lost Shipments:**

If you have tracked your package and there is a discrepancy in delivery information, or it has been lost in transit please call us immediately at [YOUR PHONE OR WHATSAPP NUMBER PLUS COUNTRY CODE]. We will contact the carrier right away and initiate a trace for your package and have them start an investigation. This investigation can take up to 30 days. If it is determined that your shipment has been lost a replacement will be sent pending the carrier’s investigation of the situation.

**International Shipments:**

All international customers are required to submit a signed credit card authorization form complete with supporting documents. Once you've placed your order you will be contacted by Customer Service to provide this information.

**Customs Duties:**

International Shipments must clear customs. The rules and requirements for customs clearance vary from country to country. It is the customer's responsibility to pay any additional taxes, fees or duties or to arrange for any permits or special paperwork that may be required. Invoices are sent with all shipments. This is the only document that will be sent with your shipment.

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Note: If you need further clarification about our Terms and Conditions or have general questions please call [YOUR PHONE OR WHATSAPP NUMBER PLUS COUNTRY CODE] or email us at [YOUR CUSTOMERSERVICES EMAIL ADRESS].