

# Hair Liquids

## Ordering, Shipping & Return Policies

### Ordering & Payment

Orders may be placed online 24-hours a day. At this time online ordering through the website (hairliquids.com) is only available for the 48 contiguous states. If you live in Hawaii, Alaska, Puerto Rico or Canada, please contact us directly if you wish to place an order. Please do not include your credit card information in any email.

Sorry, we do not ship overseas.

We accept the following credit cards through PayPal:

- MasterCard
- Visa
- American Express
- Discover



PayPal is a service that enables you to pay for merchandise (no account necessary) without revealing your financial details to us, the seller. If you have any questions about paying with PayPal please contact customer service at Hair Liquids.

Credit card information is always encrypted during transfer over networks. PayPal uses the latest in data encryption and anti-fraud technology to keep your information secure, reducing the risk of online fraud. In addition, our website, <https://HairLiquids.com> provides protection to all its customers with its SSL Certificate.

### Shipping

Orders typically ship via USPS with tracking information available. Please Note: tracking information is not always available for P.O. Box deliveries. If you have an APO address, please contact us in advance of making purchases to confirm the item(s) you are interested in can be shipped to your address via USPS.

If your package arrives damaged please contact us immediately.

### **Return Policy**

At Hair Liquids we take great pride in 100% customer satisfaction. Due to the nature of the products we sell we are unable to accept returns unless an error was made on our part, in which case we encourage you to contact us as soon as possible. This includes receiving the wrong product, or the wrong size of product ordered.

Please Note: wigs, hairpieces, any type of head covering (human hair, synthetic hair or a mixture) ARE NOT RETURNABLE. Please pay particular attention to the ordering instructions to determine your size before buying these items.

Should an error happen at our end, Hair Liquids will make every effort to remedy the situation as quickly as possible. Please do not return the incorrect order until requested to do so. Unauthorized returns will not be accepted.

When instructed to return the incorrect purchase we highly recommend that you insure your return shipment and provide Hair Liquids Customer Service with the shipment tracking number. Refunds will not be issued in full for items damaged in return shipping or returns that are never received.

If requested to return the merchandise it must be unused, unopened and in its original packaging.

Hair Liquids prides itself on customer support and we make every effort to ensure that you have a smooth shopping experience.