

CUSTOMER RETURNS POLICY



Dear Customer

Should you wish to return your order, please ensure you comply with the following returns policy before returning any merchandise. If you need to change the colour or style you will need to return the original order to our warehouse, at the address shown below for a refund and place a new order through our web site. If you wish to have a refund, please make this clear by enclosing the returned order with the completed form at the bottom of this letter.

All returns will only be refunded once received and checked by us, please allow up to 14 days for refund to be processed.

Please do not return merchandise that does not fully comply with the following conditions, refunds will not be given. It is very important that you read in full the following returns conditions before returning any items. Items returned outside the times shown will not be accepted and you will become liable for the return postal cost by Special Delivery or a 20% re-stocking charge on the cost of the unauthorised return.

Please Note!

For hygiene reasons we are unable to refund payment on wigs, hairpieces and headwear that have been worn, cut, brushed or restyled. Any item returned smelling of smoke or perfume or showing signs of makeup will not be accepted for credit. All returns must be completed within 14 working days of receipt of merchandise and contain the completed returns form at the bottom of this letter. No refunds will be accepted without the original invoice number being provided or after 14 working days of receipt of merchandise has elapsed unless the goods are found to be faulty. Some styles may require the fringes or sides to have a small amount of trimming to achieve the desired style you require, however, once the wig has been cut we cannot refund it. All goods are inspected prior to dispatch and must be returned in the same new condition as received by you, these must be complete with hang tag and hair nets. Unless the merchandise is found to be faulty any returns costs incurred are the responsibility of the purchaser, we therefore suggest that all returned goods are sent to us by an insured method such as Special Delivery which provides you with compensation in the event of an item being lost.



Wigs4u / Headwear4hairloss CUSTOMER RETURNS DOCUMENT

Returns will not be accepted without this form being **FULLY COMPLETED** and enclosed with the returned merchandise, failure to do so will mean your refund cannot be processed.

Wigs4u has a 14 days return of goods period and suggest you use a secure, trackable, compensation method of postal service to return your item. Returns postage is non refundable.

To assist in correctly processing your return(s), we ask that the details below are fully completed and enclosed with your returned goods.

- For orders placed via Post/Phone, please list **Invoice Number** : _____
- For orders placed via our **wigs4u** or **headwear4hairloss** website, please list the Transaction ID Number which can be found on your original payment confirmation email from WorldPay.

WorldPay Transaction ID Number : _____

Date item was ordered : _____

Contact details - Telephone No : _____ / _____

Purchaser Name : _____

Full postal address : _____

Post Code : _____

Description / Item Name and Colour	Cost Price

Please use the address below as a label for your returns parcel

CUSTOMER RETURNS DEPARTMENT

Hair World UK Ltd Algores Way Wisbech Cambridgeshire PE13 2TQ	* Returns Dept
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