

## Terms & Conditions

[www.thehairextensiongroup.co.uk](http://www.thehairextensiongroup.co.uk) is a website owned by **NAKED WEAVE LTD.**

Before booking a course or purchasing a product, please ensure you have read and understood the following information. Upon booking a course or purchasing a product, you are agreeing to the terms and conditions as detailed below.

### Online Courses

Naked Weave Ltd offer both accredited and non-accredited online learning. Where a course offers an accreditation, it will be stated in the course description. Training courses or tutorials that offer no accreditation may sometimes have no mention of this in the description. If you are unsure about any courses or accreditations, please ensure you contact us before purchasing to clarify.

All online learning and training courses offer instant access, so are therefore strictly **non-refundable** whether you have started the course or not so please ensure you are happy with your purchase before completing your order. Courses are available for only the person named on the booking and may not be shared, passed on or distributed further unless detailed in writing by Naked Weave Ltd.

Naked Weave Ltd does not guarantee the pass or approval of any course work submitted for marking. Our online training courses offer a variation of access time limits, so please ensure you have read the course description before purchasing. Once your access expires, you will no longer be granted access and further charges will apply if you wish to regain access.

Course work must be submitted for marking before your course access expires. Work submitted outside of this time may not be marked and/or further charges may apply.

Course work may need to be submitted on multiple occasions before gaining your qualification if our tutor believes the pass standards are not met.

Naked Weave Ltd takes no responsibility for the level of difficulty in a course, although we have made every effort to ensure our courses are detailed and we can offer support where possible.

### Location Courses

All course placements are subject to availability and all payments made are **non-refundable**. As such, before booking a place on a course, please ensure you are able to participate in the course at the venue and date stated.

Any payments for course bookings are to be made in full upon booking to secure a place on any course. Full payment must be made before the course date, unless agreed otherwise in writing with the company.

Once full payment has been made, you will receive an automated confirmation email to the course applied for, which will ensure access **only** to the course on the date and venue stated.

Price stated on booking page is inclusive of expert training on techniques by Naked Weave Educators, all training materials, refreshments on the day and a full starter kit, contents of which are detailed on course information page. This is the case for all courses on our website, unless explicitly stated otherwise. If any additional items are required to be provided by attendees, students will be notified prior to the course commencement.

If you have any special requirements, please us notify via email at least 14 days prior to the course date and Naked Weave will do our best to accommodate your needs.

Naked Weave reserves the right to cancel or reschedule courses in exceptional circumstances and will notify students at our earliest convenience. In the event of a venue alteration, the new location will remain close to the previous venue wherever possible. If you are unable to attend at the new location or on the new date, you will need to notify the company within 48 hours of receiving the notification and a credit note will be offered, which will be valid for 12 months from the date issued.

You **will not** be refunded for any courses still taking place in alternative venues or on alternative dates. In the rare case a course is cancelled completely, all students will receive a full refund in due course.

If you wish to change or amend your course, please request via email at least 14 days before the course date. There will be no guarantee changes will be possible, so we suggest that you are confident with your booking and able to attend the course at the venue and date stated. If a course is sold out, we cannot accept any requests for alterations. Any changes made outside of this 14-day window, will be subject to further charges at our discretion.

Any failure to attend the course on the day, **will not be refunded or credited**. If you are unable to make course date, please notify via email at least 14 days before course date. This will be assessed on a case-by-case basis and a resolution will be at company's discretion. Any cancellations outside of this 14-day window will be **fully chargeable**.

Naked Weave reserves the right to refuse access to location courses or request students to leave a course venue in the case of aggressive or abusive behaviour towards our team, trainers or other students on the course. If this occurs before the course takes place, you will be notified before the course date. If you are asked to leave when the course has begun, you **will not** be refunded or offered an alternative course. Everybody's safety and comfort is our top priority so we have a **no tolerance** policy of disrespectful behaviour.

## **Payments**

Naked Weave Hair Extension Training reserves the right to decline any credit/debit card payments due to insufficient funds or customer not having adequate authorisation to use card.

All payments must be made in full before securing a place on a course or any products are dispatched.

Prices stated on webpage may be subject to change and fluctuation, so please check pricing before booking.

## **Refunds**

**All courses are non-refundable.** Please ensure before booking a place, you are confident in your decision and able to attend the course at the venue and date stated.

In exceptional circumstances, we will offer credit notes for the value of the course to be used within 12 months of the date issued. This is at the company's own discretion.

## **Liability**

It is advised for all students to discuss course suitability with the tutor before booking and attending a course. The final decision on whether a course is suitable will remain with the customer and Naked Weave will hold no liability for dissatisfaction due to this.

Naked Weave Ltd, including all Naked Weave Educators, accepts no liability for loss or damages to students, equipment or to any of their clients in the future. Any such claims will be dispensed to misuse of products or professional training provided in the course.

## **Products**

Any physical products purchased from the website must be paid for in full before the product/s are processed and dispatched. Physical products purchased are subject to a 7 Day "Cooling Off" period, where customers are entitled to cancel any unprocessed orders for a full refund in accordance with Distance Selling Regulations. Cancellations are subject to orders being unprocessed. All processed orders will need to be returned upon receipt, even if not yet dispatched.

Any cancellations following this period will be subject to an additional charge. Dispatch and delivery times are given as a guidance and may vary due to item availability and postal/delivery services. Orders delivered outside of the UK may be subject to import duties, for which the buyer is responsible.

Naked Weave Ltd accepts no responsibility for external agents or postal delays. However, if there is an unexpected delay in delivery, or an item has not arrived within 14 days in the UK or 30 days outside of the UK, please inform the company as soon as possible and we will do our best to resolve the issue.

It is the customer's sole responsibility to ensure all information, contact details and addresses are correct upon placing order. Any faulty or incorrect products must be reported and returned to the company within 14 days of receipt to ensure consideration of a refund.

Unwanted items must be in their original condition with the original packaging in order for a refund to be processed.

We do not currently offer exchanges. A return must be processed, and you must place your new order online through our website. Further postage charges may apply.

Training kits that are part of online learning are strictly **non refundable**.

**Return Address:** Naked Weave Ltd, Unit 1A Hope Aldridge Business Centre, 183 Weddington Road CV10 0HF. Return postage and insurance is the responsibility of the buyer and we accept no liability for lost or damaged returns.

## **Klarna**

In cooperation with [Klarna Bank AB \(publ\)](#), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the following payment options. Payment is to be made to Klarna:

- Pay in 3
- Pay Later

Further information and Klarna's user terms you can find [here](#). General information on Klarna can be found [here](#). Your personal data is handled in accordance with applicable data protection law and in accordance with the information in [Klarnas privacy statement](#).