THE HAIR EXTENSION GROUP

Premium Hair Extensions

Delivery

- All orders placed before 2pm Monday - Friday will be dispatched the same working day via Royal Mail Special Delivery.
- Standard Delivery is next working day (Monday - Friday) before 1pm and is subject to Royal Mail terms and conditions.
- Any orders placed after the 2pm cut off point will be shipped the next working day (Monday - Friday).
- The Hair Extension Group Ltd are not liable for any delay or failure in delivery due to courier issues or causes beyond its reasonable control. However, The Hair Extension Group will always assist in locatining your parcel and getting it to you as soon as possible.
- In the unlikely event of a "missing parcel", The Hair Extension Group is only able to report the parcel as 'missing' 15 working days following estimated delivery date, as per Royal Mail's terms and conditions. Until this time has passed, the parcel cannot be deemed as lost. Therefore, The Hair Extension Groupare not liable to send out replacement goods, until the claim for the missing parcel has been accepted. In the event of a lost of missing parcel, The Hair Extension Group will work with you to make an application for a full refund of missing goods via Royal Mail.
- Please ensure correct delivery details are provided upon placing your order. Failure to provide adequate delivery addresses and instructions may result in delay in delivery or the parcel being incorrectly delivered. The Hair Extension Group is not liable for any incorrect delivery details enteed at checkout and in the event, the goods are delivered to an incorrect address due to this error, The Hair Extension Group are under no obligations to provide a refund for these products.
- If the products are returned to The Hair Extension Group, we will offer to resend the parcel to the correct address at an additional cost. If the items are no longer require, we will be able to offer a refund or credit note once the products are back in our possession, minus any shipping costs.

Returns

Returns Of Unwanted/Incorrect Orders

- All unwanted products must be returned within 28 days of purchase date with order number and return form included in the package. Failure to provide these will result in the return not being processed and you will be liable for any shipping fees to return the package back to yourself. To obtain a returns form, please contact trade@thehairextensiongroup.co.uk
- For unwanted returned goods, we only offer a refund or credit note option and no exchanged will be possible.
- All returns are to be returned in original packaging inclouding all ties and tags, ready for resale purposes. Any goods returned that have been tampered with or used will not be eligible for a return and will be returned to you and you will be liable for any shipping fees for the return of this package.

- Items returned within 14 days, unopened and in their original packaging will be eligible for a refund. Any items returned after this time period and up to 28 days following purchase, unopened and in their original packaging, will be offered a credit note.
- The purchaser is liable for all costs related to the return of the items being sent back to us and will not receive any refund or compensation for these costs.
- All items returned must be sent by recorded delivery with proof of postage and a tracking number. This information should be kept safely by yourself, until the return has been processed and credit or refund has been made. The Hair Extension Group is not responsible for any returned items that do not arrive to the Company address or itesms lost or damaged in transit.
- Once your return has been accepted by The Hair Extension Group and processed, a credit note or refund will be issues which may take up to 7 working days to complete.

Returns Of Faulty Goods

- In the unlikely event a product you receive is deemed to be fault, please contact The Hair Extension Group within 24 hours of receipt. The Hair Extension Group trade team can be reached on : trade@thehairextensiongroup.co.uk
- DO NOT throw away any faulty items, as these will need to be returned to the Company.
- All items returned must be sent by recorded delivery with proof of postage and a tracking number. This information should be kept safely by yourself until the return has been processed and refund has been made. The Hair Extension Group is not responsible for any returned items that do not arrive to the Company address or items lost or damaged in transit.
- The Purchaser is liable for all costs related to the return of the items being sent back to us and will not received any refund or compensation for these costs.
- Once the product arrives, the team will assess the product and if it is found to have a defect, The Hair Extension Group will offer a refund or credit note for the item(s). This can take up to 7 working days to complete.

Returns Of Used Faulty Goods

- We have a 30 day warranty on our Premium Hair Extensions from delivery date. This is because human hair is a consumable product
- The Hair Extension Group must be notified within 24 hours of the fault being identified via email. Failure to notify The Hair Extension Group will result in a delay or no investigation procedures taking place. We require a written paper trail or any and all faults that arise. Our trade team can be notified on the following email address: trade@thehairextensiongroup.co.uk
- The item(s) must be removed from the head and returned to The Hair Extension Group within 7 working days of notifying The Hair Extension Group about the fault. This is to prevent further damage or faults to the hair. The item(s) must be returned in their entirety including any order number or return reference provided by The Hair Extension Group in order for us to fully investigate the issue. Images of the fault are not acceptable or adequate for the team to conduct an investigation, so it is crucial the product is returned in good time.
- Failure to return the entire product will result in the parcel being returned to yourself and no investigation taking place.
- The Purchaser is liable for all costs related to the return of the items being sent back to us.
- All items returned must be sent by recorded delivery with proof of postage and a tracking number. This information should be kept safely by yourself until the return has been processed and credit or refund has been made. The Hair Extension Group is not responsible for any returned items that do not arrive to the Company address or items lost or damaged in transit.

- Once products have been received by The Hair Extension Group, the investigation will begin and you will be notified of our findings within 7 working days.
- If it is agreed that a manufacturing fault has been found, an exchange of the same colour, length and amount of hair will be offered, a refund or a credit note amounting to the same cost as the original order. If the same product is unavailable, an alternative or a credit note may be offered.

PLEASE NOTE

- Going against any of our aftercare advice, including the use of hair colour/toners/colour shampoo will mean the products will not be accepted as a return or "faulty product" in any circumstance. Hair provided by ourselves which has changed colour due to a chemical reaction to something that has been used on the hair will not be deemed as a faulty product and no refund or replacements will be given.
- To ensure the quality and logevity of the hair, we highly recommend using The Hair Extension Group aftercare products, subject to availibility. If for some reason, these aftercare products are unavailable, then we will require proof of purchase for alternative aftercare before conducting any investigations.
- If our aftercare advice has not been kept to, please do not claim the product is faulty as these claims will be unsuccessful.

General

- Before ordering any Premium Hair Extensions, we recommend purchasing a colour ring and watching the free masterclass included in order to get the best experience out of the hair extensions.
- **GHOST WEFT™ contains latex. It is crucical you check that your client does not have latex allergies before fitting the hair.**
- Once an order is placed and confirmed, no amendments to the order can be made.
- Due to hair being a raw product, it should be noted that there may be a slight variation in colour from batch to batch.
- Whether stock is available is stated on the product page for each item.
- We do not offer pre-orders.
- All orders are to be paid for in full at time of purchase and items will not be shipped until full payment has been received.
- The Hair Extension Group are within their rights to cancel, refuse or amend orders at any time. Should this happen, you will be notifed.
- Premium Human Hair Extensions are intended solely for professional use within a salon environment.
- Under no circumstances is the Purchaser permitted to promote or sell these goods following purchase for their own profit. Failure to keep to this agreement may result in the Purchaser's restriction to the Products and closing of their Trade Account.