

STANDARD TERMS & CONDITIONS OF PURCHASING HAIR EXTENSIONS AND OTHER PRODUCTS FROM SUPER HAIR

1. GENERAL

The purchase of all hair extensions and any other products by the purchaser from Super Hair shall be subject to these Terms and Conditions.

2. RETURNS POLICY

- 2.1 If you would like to return your Super Hair extensions and wigs you must contact us, within 7 days of receiving your extensions, about your intent to return them. You will then be required to return the unopened and unused hair to us. **We cannot refund or exchange any hair that has been opened due to quality and hygiene reasons, so be 100% sure before opening the packet.**
- 2.2 We will only be able to replace or refund you for the extensions and wigs once we have received them back from you. Please note that all delivery fees will be deducted from the purchase price for all refunds as well as a 10% handling fee.
- 2.3 Super Hair Extensions are a serious hygiene sensitive product, and will not be refunded or exchanged if the hair extensions and wigs have been taken out of their packaging. You will only be able to return the hair extensions and wigs if they have not been removed from the original packaging and the quality seal has not been broken. Any evidence of tampering with the quality seal or other parts of the packaging will result with you being unable to return your hair extensions for a refund or exchange.
- 2.4 Any manufacture defects must be brought to our attention within 7 days of purchase and returned for replacement. We will only send out your new set once we receive the original one back and can confirm that the defects to the hair are manufacturing faults and not the result of mistreatment or misuse.
- 2.5 **If you choose to dye your Super Hair Extensions it is done entirely at your own risk.** Rather make sure you choose the correct colour. **If you choose to cut your extensions it is done at your own risk and we cannot accept them back as a return or exchange.** We will NOT refund products that have been altered with in any way.
- 2.6 Should you wish to exchange your Super Hair Extensions for a different colour you need to contact us within 7 days from purchase, and return the hair unopened and untampered with. We will only send out your new set once we receive the original one back and can confirm the package hasn't been opened.
- 2.7 The cost of returning the product will be for your own expense, and we highly recommend that you track the parcel. You must contact us within 7 days of receiving your extensions and inform us about your intent to return the extensions. You will need to return the extensions to us before we refund or replace your set of extensions.

3. PAYMENT

Super Hair will provide the purchaser with a Tax Invoice which will be due on presentation.

4. REFUNDS

Should you for any reason wish to cancel your purchase you will be liable for a 10% handling fee. You must advise us in writing within 7 days of receiving your extensions or wigs of your cancellation and any such cancellation must be signed by the person who made the original

purchase. The extensions or wigs must be returned to us undamaged in the original packaging within 14 calendar days. **Once we have received the original unopened and undamaged product then your refund shall be processed and paid to you less the agreed 10% handling fee.**

5. ENTIRE AGREEMENT

These Terms and Conditions, together with the tax Invoice and our terms and conditions on our website, which you have by signature hereof familiarised yourself with, will constitute the entire agreement between Super Hair and the Purchaser and no variations shall be of any force and effect unless reduced to writing and signed by both parties. In the event that there is inconsistency between these Terms and Conditions and the Tax Invoice, the terms herein shall prevail to the extent of the inconsistency.

6. INDEMNITY

The Purchaser fully indemnifies Super Hair against all losses, costs (including all legal costs on an attorney own client scale), charges and expenses incurred in connection with the purchase of hair extensions, wigs and other products herein.

7. NO WARRANTY

7.1 The Purchaser acknowledges that no warranty or condition, express or implied, is given by Super Hair as to the condition of the goods or as to the suitability or fitness of the goods purchased;

7.2 Super Hair shall not be liable for any claims, damages or losses, including but not limited to claims for negligent or misleading advice, damages arising from loss, faulty design, use or installation of the goods or howsoever arising and any indirect, special or consequential damage or injury to any person, corporation or other entity.

I have read and agree to be bound by the terms and conditions set out in this document and the accompanying Tax Invoice and hereby accept them.

Signature: _____

Full Name: _____

Identity Number: _____

Date: _____

Physical Address (chosen *domicilium*): _____

