

ILONA HAIR

HAIR - ENJOY THE DIFFERENCE

www.iLonaHair.com

RETURN & EXCHANGE FORM

We want you to be satisfied, which is why we offer an boundless exchange policy. Please feel free to exchange any eligible items*(detailed below). You can also return eligible items but please note that a 25% restocking fee will apply. May we help you with an exchange? Our Hair Experts are here to provide helpful color and style guidance. Just call Toll-Free: 1-844-682-7209, M-F 10am-5pm EST. When you have decided on your exchange, please complete and return this form along with your original item.

Name _____

Original Order Number _____

Please check the return reason code that applies below

- | | | |
|--|---|---|
| <input type="checkbox"/> Changed my mind | <input type="checkbox"/> Cap was too large | <input type="checkbox"/> Damaged or Defective |
| <input type="checkbox"/> Disliked Style | <input type="checkbox"/> Cap was too small | <input type="checkbox"/> Duplicate Shipment |
| <input type="checkbox"/> Disliked Color* | <input type="checkbox"/> Item was not as pictured | <input type="checkbox"/> Other(specify) _____ |

*If you are returning due to color, perhaps we can help? Just include a hair sample or a great quality photo and our hair expert will offer color guidance.

WHAT WOULD YOU LIKE TO DO? YOU HAVE THREE OPTIONS:



OPTION #1 - STANDARD EXCHANGE

RETURN THIS FORM WITH YOUR ORIGINAL ITEM & INDICATE NEW ITEMS BELOW. A standard exchange can take 5-7 business days to complete.

Brand	Product SKU	Color	Quantity

- 1) MAIL FORM BACK WITH YOUR ORIGINAL ITEM (UPS OR INSURED PARCEL POST RECOMMENDED).
- 2) WHEN ORIGINAL ITEM IS RECEIVED, CREDIT CARD WILL BE REFUNDED AND EXCHANGE WILL BE PROCESSED.

****If your original order was placed online and you owe a difference, please contact our sales department with payment information to avoid order delays. ***



OPTION #2 - EXCHANGE NOW

1) PLACE YOUR EXCHANGE ORDER ONLINE OR VIA PHONE BY CALLING Toll-Free: 1-844-682-7209

2) PRINT YOUR NEW ORDER NUMBER HERE:

3) RETURN ORIGINAL ITEM AND UPON RECEIPT YOU WILL RECEIVE A FULL REFUND FOR THE RETURNED ITEM. NO RESTOCKING FEE WILL APPLY.



OPTION #3 - RETURN

BECAUSE WE DO NOT SELL USED OR RETURNED ITEMS, ALL REFUNDS ARE ISSUED TO THE ORIGINAL CREDIT CARD LESS A 25% RESTOCKING FEE.

Customers are responsible for return shipping costs. UPS or Insured Parcel Post recommended for your protection and to ensure prompt delivery.

Please Mail Package to: **ILONA HAIR LLC Return/Exchange Dept., 6942NW, 7TH AVE, MIAMI, FL 33150**

Original shipping method/charge will be applied to replacement orders, applicable coupons will automatically be honored, and any additional charges will be applied to the original credit card.

*****Eligible items: return postmarked within 10 days of receiving your original order; in original, factory condition (unaltered, unworn, undamaged and with tags attached in original, undamaged packaging). Please note that we provide a wig hygiene guard with every wig for use when trying on. Costume wigs, last call/clearance items, discontinued items, care and styling product, accessories, liquids, special order items and wholesale orders are final sale and ineligible for exchange.