



King Hair & Beauty Terms & Conditions:

1. Online Purchasing/Retail:

Product Descriptions:

Each product on this website is listed subject to its product description. We take all reasonable care to ensure that all product details, descriptions and prices of products appearing on the website are correct at the time the relevant information was posted on the website.

Product Pricing:

The prices of a product that are displayed on our website include VAT where relevant but do not include the delivery charges.

Payment Policy:

Online: We accept Visa, Mastercard, Maestro, & Amex, Apple Pay, Google Pay, ShopPay, PayPal and our King E-Gift Card.

Instore: We also accept cash and card.

Discount Codes:

This refers to all discount codes i.e. influencer codes, promotional codes. Please note that discount codes are only applicable on fully priced items. Discount codes do not apply to already discounted items i.e. items that are already discounted within a set or bundle. Discount codes can only be used once per customer, unless stated otherwise.

Ordering of Goods:

King Hair & Beauty will not be responsible for purchases made incorrectly by the customer. Any changes including additional shipping, will be the customers responsibility.

Shipping Cost:

A flat rate of €6.00 is charged on all orders. If your order is delayed, please use the link below to track your parcel. A shipping number will be sent to you once your order is fulfilled.

[Track your parcel - Fastway](#)

Delivery:

We endeavour to ship orders from our warehouse 1-2 days after the order has been placed.

Please Note: Public Holidays or events e.g. Black Friday weekend, Cyber Monday, Christmas etc. please allow an extra time.

Delayed/Lost Parcels/Tracking Orders:

Once we have dispatched your items from our warehouse, it is the responsibility of the courier or the postal service to deliver the item(s). Please use the tracking number provided, to track your order. Ensure you provide the correct address, contact details and Eircode. This way the courier will be able to contact you. We cannot be held responsible for the loss or delay of your package.

Return/Shipping Policy & Damaged Goods:

Please notify us at King Hair & Beauty in writing or via email (info@kinghairandbeauty.com) with pictures showing the issue within 14 days from the time of purchase (as per our return policy). We will accept returned item(s) provided that it has not been opened and that it still remains in its original packaging. We offer a 14 day return policy which starts from the day that you place your order.

Unfortunately, refunds cannot be given on hair extensions. (Human Hair Clipins, HD Fibre Clipins, HD Fibre Ponytails and our Professional Hair Extensions) once they have been opened and have been removed from their original packaging. We cannot exchange hair due to hygiene reasons this includes our Human Hair Clipins, HD Fibre Clipins & HD Fibre Ponytails.

If you need to exchange an item i.e. shampoo, conditioner etc., we can do so provided that the product has not been opened or used and still remains in its original packaging.

Please do not send us a return without contacting head office first and use sturdy, secure packaging when sending us back your return. Please enclose your packing slip that was included in your original order so we can identify the order along with the order information.

To return your product you should mail your product to: **King Hair & Beauty, Unit W4, Wicklow Enterprise Park, The Murrough, Wicklow, Co. Wicklow. A67 PF76.** You will be responsible for the payment of your own shipping costs. Upon receipt of your returned items, you will be refunded to your debit or credit card the relevant amount provided the outlined criteria has been met in full.

Vouchers:

Vouchers purchased in-store via cash or card can only be used in-store on hair extension services and/or product. Vouchers purchased in-store cannot be used online. If you wish to purchase a voucher to be used online, you can do so by purchasing our online E-Gift Card via our website. Our E-Gift Card cannot be used in-store and can only be used on retail product. This cannot be used on professional extension services.

King Saving's Club:

Money saved under your online account in the King Saving's Club can be used online and/or in-store on retail product and/or professional extension services.

Out of Stock Items:

We apologise for any inconvenience that this may cause. If you have ordered an item and it has not yet been labelled and/or processed as 'out of stock', we will contact you directly to discuss how you would like your order to be handled and how soon we can get it out to you.

2. The Salon/Training Academy:

Customer Service:

We strive to provide the best customer service and do our absolute best for our customers at all times, if you have any queries, please contact us by phone (083 344 9160), via email (info@kinghairandbeauty.com) or via our social media platforms on Instagram and Facebook (@kinghairandbeauty)

Privacy Policy:

The customer/client information that we have within our database is reserved for internal use only. We do not sell this information to anybody, it is kept strictly and confidentially private. You also have the ability and the right to modify this information at any time by logging on to your account.

Appointments, Cancellations & Deposits:

All hair extension appointments and training course slots require a €50 deposit to secure the booking. Should you wish to alter/cancel your booking/appointment, please be aware that your deposit will be lost, as this money is used to cover the large amount of time required to be put by for this service. We ask that you give sufficient notice of at least 1-2 days by phone (083 344 9160) or via email (info@kinghairandbeauty.com).

Stockists:

King Hair & Beauty is not responsible for any application/placement of our King Luxury Hair Extensions outside of our two store locations, Wicklow and Tallaght. However, if you have any queries or are seeking any advice, we are always here to assist you.

Removals:

We recommend that all removals of our King Luxury Hair Extensions are to be carried out within our two salon's (King Hair & Beauty Wicklow or Tallaght) or by a verified King Stockist. These are listed under the 'Our Stockists' tab on our website, which you will find under the 'About Us' tab on the main home page. Verified Stockists will hold a King Certificate.

Likewise, if you wish to carry out a removal from home, you can purchase a King Removal Kit from our website. You will be sent a step by step video on the process and the kit will include the necessary equipment.

Deposits:

All hair extension appointments and training courses require deposits. If deposits are not paid prior to your appointment, we cannot guarantee that your appointment will be honoured as a deposit is required to secure your booking.

Deposits can be paid online, in-store or over the phone by calling 083 344 9160.

All deposits are non-refundable or transferable and proof of purchase may be required.

Refunds:

We are unable to offer refunds on any of our Professional Hair Extensions due to hygiene reasons once the hair has been opened and removed from its packaging.

Aftercare:

Please ensure that you follow all the correct aftercare advice as instructed by your stylist. Our aftercare and maintenance advice is available online, under 'The Salon' tab on our website or in-store.

3. Social Media/Promotions:**Social Media/Email Replies:**

All messages and customer queries that come in via any of our social media platforms will be actioned within 24-48 hours. All messages and emails that come in via email will be actioned within 24-48 hours Monday-Friday. If your query is urgent, please contact us via mobile on 083 344 9160.

Competitions:

Competition winners will always be selected at random to ensure a fair chance for all entries. Competitions are only open to entries from Ireland unless stated otherwise. Prizes cannot and will not be exchanged for other products/cash. Winners will be tagged on social media posts/stories once picked and will be contacted directly.

Free Shipping Promotion:

Our Free Shipping promotion is only valid within the ROI. Terms & Conditions apply. If the code is not used at the time of purchase, Free Shipping cannot be granted after this time.

Discount Codes:

Discount codes need to be input as they are advertised and displayed. Discount codes may be subject to a limited time only and may not be used in conjunction with any other offers/bundles/sales as well as new product launches.

info@kinghairandbeauty.com

@kinghairandbeauty

083 344 9160

