



ONLINE RETURNS FORM

If you would like to return your order for a refund or exchange please fill out the form below and send back to us along with the product.

Name:	Date:	Order Date:	Order Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please return this form with your original proof of purchase invoice.

Product:	QTY	Colour:	Length:	Reason Code:	Product Required (exchange)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please note that you have **28 days** from receipt to exchange or return an item.

ALL products must be unused and in original packaging for an exchange or return to be accepted. Any products that have been opened or tampered with will not be accepted.

REASON CODE

1. Colour not suitable.
2. Item no longer needed.
3. Ordered by error.
4. Received wrong product.
5. Product damaged on arrival.

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- We strongly advise all returns to be sent back via Royal Mail by either tracked or recorded.
 - Bundles must not be split (still intact and not tempered with).
 - We will immediately reject hair that smells of smoke for hygiene reasons.
 - All bundles must contain 25 strands (bundles will be recounted).
 - Clip-ins and wefts must not be open (golden ribbon still intact and not tempered with).
 - You can view our full Terms & Conditions online at www.hairxtensions.co.uk.
 - Refunds are usually issued the same-day as your order arrives back to us.
 - All parcels must be sent to: **HairXtensions.co.uk, PO BOX 557, Eastleigh, SO50 0GJ, United Kingdom.**

Your Return Label



Instructions from HairXtensions.co.uk Direct Ltd

Please ensure goods are unused and in original condition and returned within 28 days (48 days in festive period) from the arrival date of your order, thank you.

Additional Instructions For Mailing Your Parcel

Securely package the item to avoid damage during return, if possible, please use the original packaging.

Affix the appropriate postage to your package, we recommend sending from a post office, customer has to bear return costs.

It's recommended that you use a trackable return method, the parcel is your responsibility until it arrives back to us.

FROM

POSTAGE
REQUIRED

Customer Returns
HairXtensions Direct Ltd
PO BOX 557
Eastleigh, Hampshire,
SO50 0GJ