

QUALITY CONTROL | Complaint sheet



Please note that any claims will not be considered until after the hair has been returned and the quality control testing has been completed. Refunds will only be issued if a manufacturing fault has been found with the item. All claims will be individually assessed by our claims department.

We do not accept liability for any products determined to have been misused or applied incorrectly, and/or, non-salon usage of Spell Beauty weave and braid products.

Please complete the following form in full, as any incomplete questions may delay our findings, and could affect the outcome of your claim. Please mark N/A in any questions which do not apply.

In order for us to process your complaint we require at least 25" of the weft or 40g of used hair to be returned with the completed form to: **Spell Beauty, Customer Care Department 101, 143 Kingston Road, London, SW19 1LJ.**

For weaving extensions, please note that any returned used/unused pieces of hair will need to be attached to weft so we can verify the origin of the hair.

Please note that all samples returned will be tested and as a result not be returned to you. By choosing to proceed with the quality complaint you accept this condition.

Please be advised that claims may take between two to three weeks before a conclusion is reached, providing all relevant documentation is provided. **Any incomplete forms received without the relevant information will not be processed.**

1. Consumer details

Consumer name	Order number	Complaint reference number
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2. Complaint details

Any unused hair returned Yes <input type="checkbox"/> No <input type="checkbox"/>	Full name of product	
Length	Colour	Number of pieces purchased

Please describe in detail the nature of your complaint _____

3. Application of product

Did you wash the hair prior to use?

Yes No

Was the hair treated prior to use? (i.e bleaching/dyeing)

Yes No

If yes, please specify the products used and the application process _____

Were you happy with the hair before it was placed?

Yes No

If no, please explain why _____

Have you worn this product before?

Yes No

Was the hair professionally applied?

Yes No

If yes, please name the stylist, or salon where you had the product applied

How many packs of hair were used?

What method was used to apply the hair (i.e braiding, weaving)?

Was any additional product used with this style?

Yes No

If yes, specify brand, item, colour, length, and quantity used

4. Maintenance of product

Did you shampoo the hair?

Yes No

If yes, how many times?

What shampoo brand was used?

Describe how the product was washed

Did you condition the hair?

Yes No

If yes, how many times?

What brand of conditioner was used?

Did you use any heat styling tools?

Yes No

If yes, please specify (i.e straightening irons, hairdryer)

Did you use any styling products?

Yes No

If yes, please specify (i.e mousse, gel)

Did you protect the hair at night-time?

Yes No

If yes, please specify how this was done