

## RETURN AND EXCHANGE POLICY

We stand behind the quality of our products and find that we have a very low return rate, however we understand that there may be a case in which you will need to return or exchange your order. We are more than happy to accept returns and exchanges on hair extensions that have not been opened or tampered with, however some products may be a final sale for hygienic reasons. Before shipping any items back for returns or exchanges it is mandatory that you contact us at [info@loxxhair.com](mailto:info@loxxhair.com) with details and wait for your return confirmation order number. If an order is returned back without a confirmation order number we won't be able to process your request. Once your return has been processed a refund will be issued to your original method of payment. All shipping costs on returns or exchanges are not covered by LOXX HAIR.

PRODUCT	CONTACT US WITH IN	PROCESSING/ RESTOCKING FEE	DETAILS
CLIP IN HAIR EXTENSIONS	30 DAYS FROM DELIVERY	\$0	Must be in sealed original packaging, unopened or tampered with.  Must include tester portion as this is part of the full set. Tester piece <b>can not</b> be coloured, cut or altered in any way.
PERMANENT HAIR EXTENSIONS	30 DAYS FROM DELIVERY	\$0	Must be in sealed original packaging, unopened or tampered with.
STYLING TOOLS  <b>Products purchased with a discount or on promo are considered a FINAL SALE and are not eligible for a return.</b>	30 DAYS FROM DELIVERY	\$29.99	1 year limited warranty * See below for details *
HAIR PIECES	N/A	N/A	FINAL SALE This item is not eligible for a return or exchange.
WIGS	N/A	N/A	FINAL SALE This item is not eligible for a return or exchange.
ACCESSORIES	N/A	N/A	FINAL SALE This item is not eligible for a return or exchange.

Please note, all items that are purchased online can not be returned or exchanged in any of our LOXX HAIR boutique locations.

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### **LOXX HAIR STYLING TOOLS LIMITED WARRANTY**

We offer a great 1 year limited warranty with all LOXX HAIR styling tools. This warranty covers any manufacturer defects with your item. Any tools that have signs of physical damage or have been tampered with are not eligible for an exchange. Please send an email to [info@loxxhair.com](mailto:info@loxxhair.com) with any further questions regarding your warranty and we will be happy to help.