

Totally Elegant Virgin Hair Extensions



Return & Exchange Policy:

- **ALL SALES ARE FINAL!!!** We will only exchange merchandise if the item is in its original state.
- The item must be unopened, unwrapped, unworn, uncut, uncombed/unbrushed, etc. The packaging must be undamaged with all tags attached and included.
- We do not accept any merchandise that has been used or altered in any way (brushed, combed, picked, cut, colored, shampooed/conditioned, etc.).
- Exchanges must be requested by phone within 24 HOURS of receipt.
- Once an order has been placed, processed and shipped, it cannot be changed.
- If you are unsure of what to order, please call us, we can help.
- We do not refund shipping charges for orders returned. There will be a new shipping charge to you for the mailing of the new exchanged merchandise.



Processing and Shipping:

- Please allow 1-2 business days for your in stock order to process and 3-5 business days for shipping if you order by phone. For online and emailed orders please add 1 day for processing and 2 days for shipping.
- Although 2-3 day priority shipping is available upon request and for an extra charge, it is never guaranteed. Based on where you live, your order may come a day earlier or later.
- Overnight shipping is available upon request for an extra charge and may take 2 days depending on where you live and the United States Postal Service.
- Please be sure to provide your correct shipping address, as you will be responsible for any additional shipping cost.
- Once your order has shipped, we will contact you via email with the tracking information.