

## **Refund policy**

Our policy is valid for a period of 30 calendar days from the date of the purchase. If you would like to return the product for a refund during this period, you may do so provided the conditions below have been met. Please note that if the period of 30 days has lapsed, we can't, unfortunately, offer you a refund.

## **Refund requirements**

The following criteria must be met to qualify for a refund:

- Product must be unopened
- Product must be in original packaging
- Product must be unused
- Product must not be damaged

In order to ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue a refund.

## **Proof of purchase**

To complete your refund, we require a receipt, purchase order or other proof of purchase. Please note that without the aforementioned proof of purchase, we will not issue a refund but will provide you with a store credit instead.

Sale and clearance items

Only regular priced items may be returned, unfortunately sale or clearance items cannot be returned.

## **Shipping items**

Returns can be mailed to: POBOX 690123 Charlotte NC 28227. You will be responsible for paying for the shipping costs with regard to the items that you wish to return. We will not refund the shipping costs.

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject a refund.

## **Contacting us**

If you have any questions, concerns, or complaints regarding this refund policy, we encourage you to contact us using the details below:

[support@beihairboutique.com](mailto:support@beihairboutique.com)

This document was last updated on January 3, 2022