



Terms and Conditions of MOÏAÉ

Terms and Applicability

These terms and conditions apply to all offers, orders, and agreements you enter into via the MOÏAÉ webshop (www.shop.moiaehair.com) and all services we provide. By placing an order or making an appointment in our atelier via (www.moiaehair.com), you agree to these terms and conditions.

Important Information for Customers

The terms and conditions below apply solely to consumers purchasing goods for personal use. If you are purchasing goods for business purposes, such as for a salon or for use on another individual in the course of your work, this constitutes a business-to-business transaction, which is exempt from distance selling regulations. The terms and conditions apply exclusively to our online services. For trade terms and conditions, please send an email to info@moiaehair.com.

Offers and Agreements

All offers are non-binding. An agreement is established at the moment you place an order or make an appointment in our atelier, and we confirm it via email.

Pricing and Payments

All prices are in euros (€) and include VAT, unless otherwise stated. MOÏAÉ reserves the right to change prices, but you will be guaranteed the price in effect at the time of your order or appointment. Payments can be made using the payment methods offered on our website and in the salon. You are obliged to follow the payment instructions carefully.

Shipping and Delivery Times

Orders will be shipped as soon as possible, usually within 14 to 28 days after receipt of payment. For services in the atelier, we aim to serve you at the agreed time.

Return and Cancellation Policy

Due to the hygienic nature of our products, custom-made hair extensions are non-returnable. For products that can be returned, the following conditions apply:

- Products must be unopened, unused and undamaged in their original packaging.
- Returns must be requested within 14 days of receiving the order.

Only the following items may be returned:

- Shampoos and other sealed hair care products
- Hair tools (e.g., hair dryers, straighteners, curling irons)
- Accessories such as brushes, combs, clips, and other non-hygienic items

All items must be returned in their original, undamaged packaging, with hygiene seals intact (if applicable). Products that are used, opened, damaged, or not returned in their original condition cannot be accepted for return.

The return shipping costs are the responsibility of the customer, unless the product is defective or an error occurred on our part. Refunds will be processed within 14 days of receiving the returned goods, provided they meet the conditions outlined above.

For cancelling an appointment in the atelier, we recommend doing so at least 48 hours in advance. This can easily be done via email or phone. Otherwise, the full amount of the advance payment will be retained and will not be refunded.

Complaints Procedure

In case of complaints about your order, we ask you to notify us in writing within 7 days of receipt or after the service has been performed. We will address complaints as quickly as possible.

Liability and Limitations

MOÏAÉ is not liable for any damages arising from the use of the products. We advise you to carefully follow the instructions for use and to disclose any allergies or sensitivities before using our services.

Privacy and Data Protection

We respect your privacy and ensure that your personal data is treated confidentially. Please refer to our Privacy Policy for more information.

Product Images and Representation

MOÏAÉ makes every effort to provide clear descriptions and to use up-to-date images that accurately represent the item being purchased. However, MOÏAÉ cannot be held responsible for any perception you may have regarding product representation or the obligation to change product specifications, including color or design, at any time and without notice. It is also important to note that some colors may vary slightly from what you see on screen to the product ultimately received, depending on your monitor's resolution and color/display settings.

Influencer Collaborations

MOÏAÉ participates in influencer marketing and advises all influencers to declare any paid or sponsored posts. We accept no liability for color variations due to filters used on social media by influencers in their posts, which may lead to confusion regarding color variation. We strongly recommend contacting our customer service for color accuracy or purchasing swatches before ordering your product.

Intellectual Property Rights

All materials on this website are the property of MOÏAÉ and may not be reproduced, distributed, transmitted, displayed, published, or broadcast without the prior written permission of MOÏAÉ. You may download materials from the website(s) for personal, non-commercial use only. You may reprint or republish portions of text from the website but only if there is attribution to MOÏAÉ, including the individual author if identified. Images displayed on this website are the property of their respective photographers and MOÏAÉ.

Legal Jurisdiction

All legal relations in which MOÏAÉ is a party are governed by Dutch law.

If you have any questions regarding our terms and conditions or do not understand them, we invite you to contact us. We will do our best to address and resolve your inquiries. Please feel free to reach out via email at info@moiaehair.com, and we will respond within 48 hours.

