

MOOLALAH HAIR EXTENSIONS LLC SHIPPING & RETURN POLICY

LAST UPDATED: NOVEMBER 12, 2024

This shipping & return policy for Moolalah Hair Extensions LLC (“Company,” “we,” “us,” or “our”) outlines our processes regarding shipping, returns, and exchanges. Please review the details carefully before making a purchase. By purchasing products from our website, you agree to the terms and conditions outlined in this policy.

Shipping Methods & Delivery Times

We offer shipping to all 50 states in the United States. We use trusted carriers such as USPS, UPS, FedEx, & DHL for domestic shipping. We may offer various shipping methods based on your location, including ground or express options. During checkout, you will be able to select your preferred shipping option. All shipping times are estimates, and we cannot guarantee exact delivery dates.

Shipping Costs

Shipping costs are calculated at checkout based on the delivery address, order size/weight, and the shipping method chosen. Free shipping may be offered on orders over a certain amount. Please refer to our website or checkout page for the most up-to-date information on possible promotions and free shipping offers.

Order Processing

Orders are typically processed within [1-3] business days after receiving your order. Orders placed on weekends or holidays will be processed the following business day. Once your order is processed, you will receive an email confirmation with tracking information (where applicable). Please note that we do not ship on weekends or public holidays.

Return Eligibility

We accept returns on unused, unopened products in their original packaging within [14] days of receiving your order. Returns will only be accepted if the product is unused, undamaged, and in a resellable condition. We cannot accept returns on items that have

been opened or used due to hygiene reasons. This includes hair extensions that have been removed from their packaging or tampered with in any way.

Non-Returnable Items

The following items are not eligible for return or exchange:

- Opened or used hair extensions (due to hygiene and safety regulations).
- Personalized or custom-made items (if applicable).
- Gift cards or downloadable products (if applicable).

Return Procedure

To initiate a return, please follow these steps:

1. **Contact Us:** Reach out to our customer support team at customerservice@moolalahhair.com or (757) 201-4795 with your order number and details about the item(s) you wish to return.
2. **Return Authorization:** Our customer service team will provide you with return instructions and possibly a Return Authorization Number (RAN). All returns must include this number, if given.
3. **Packaging:** Pack the item securely in its original packaging (if possible). Ensure that all tags and seals are intact.
4. **Shipping the Return:** Ship the item back to us using a trackable shipping method. You are responsible for the cost of return shipping, unless the item was damaged or defective upon arrival.

We recommend using a shipping carrier that offers tracking and insurance, as we are not responsible for lost or undelivered return shipments.

Refunds

Once we receive your return and verify that the product meets the return criteria, we will process your refund. Refunds will be issued to the original payment method used for the purchase. Please note that it may take [7-10] business days for the refund to appear on your account, depending on your payment provider or bank. Shipping fees are non-refundable. If you received free shipping and are returning part of your order, we may deduct the original shipping cost from your refund.

Exchanges

If you would like to exchange an item for a different size, color, or product, please contact us at customerservice@moolalahhair.com or (757) 201-4795. Once we receive the original item, we will process your exchange. If the new item is of a higher value, you will be required to pay the difference before the exchange is shipped. Exchanges are subject to availability and may require additional processing time.

Damaged or Defective Items

If you receive a damaged or defective item, please follow the steps below:

1. Please contact our customer service team at customerservice@moolalahhair.com or (757) 201-4795 within [5] days of receiving your order to report any damage or defects.
2. Provide clear photographs of the damaged or defective item, including packaging (if applicable), along with your order number.

We will either offer a replacement product at no additional cost or issue a full refund, depending on your preference and item availability.

Return Shipping for Damaged Items

If the item is defective or damaged, we will cover the cost of return shipping. We will provide you with a prepaid shipping label for the return of damaged or defective products.

Cancellations

We aim to fulfill and ship your order as quickly as possible. If you need to cancel an order, please contact us immediately at customerservice@moolalahhair.com or (757) 201-4795. Orders can only be canceled before they are shipped. Once the order has been shipped, you must follow our return process. We will confirm whether the order can be canceled and, if possible, issue a full refund to your original payment method.

Lost or Undelivered Packages

If your package is lost in transit, please contact the shipping carrier directly for assistance. We are not responsible for lost or undelivered packages once they have been shipped. If you suspect your package is lost, please check the tracking information for the latest updates. If the tracking status indicates "delivered" but you did not receive your package, please check with your neighbors, family members, or your local postal office for further information. We are unable to provide replacements for lost or stolen packages unless the issue is caused by an error on our part (e.g., incorrect address provided during checkout).

Changes to Terms

We reserve the right to update this Shipping & Return policy at any time and we will post the revised policy on our website. Please review this policy periodically for updates.

Contact Us

If you have any questions about this Shipping & Return policy, please contact Moolalah Hair Extensions LLC at:

customerservice@moolalahhair.com

(757) 201-4795