

Online Exchange / Refund Form

If you would like to exchange or return an item please fill out the form below and send back to us along with the product/s.

Name:	Date:	Order Date:	Order Number:

Please return this form with your original proof of purchase.

Product:	Colour:	Length:	Reason Code:	Product Required:

Reason Code:

1. Looks different in real life
2. Incorrect colour
3. Purchased multiple colours
4. Doesn't suit me
5. Incorrect item received
6. Parcel damaged on arrival

**Please note: You have 14 days from receipt to exchange or return an item.
ALL products must be unopened and in their original packaging for an exchange or return to be accepted. Any products that have been opened or tampered with will not be accepted.**

Things you need to know...

- You can return products to us by post within 14 days of receipt
 - You must get Proof of Postage and a tracking number – just in case something happens
 - Hair that has been exposed to pollutants (cigarette smoke, food etc.) will not be accepted
 - You can view our full Terms & Conditions online
 - Returns can take up to 10 days to be delivered back to us and we aim to process within 48 hours upon receipt
 - ALL parcels must be sent to: Virgin hair company. London Ltd suite 11 courthill house ,
60 waterlane , wilmslow cheshire SK9 5AJ
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Faulty Hair

If you have any problems with your hair and would like it looked into further, please follow the instructions below.

- Visit virginhaircompany.co.uk
- Fill out a Faulty Returns Hair Form
- Email the form to london@virginhaircompany.co.uk
- Your case will be looked into further

Please note: You have 4 weeks from the purchase date to send hair back for testing. Any issues after the 4 week period will not be considered for testing.

This does not affect your statutory rights.
