



VIRGIN HAIR CAMBODIA

Returns Policy

CANCELLATIONS, RETURNS & EXCHANGES

At VHC wigs customer satisfaction is our top priority. If for any reason you are unhappy with your purchase, we will gladly consider an exchange or refund of the item. Please see below for information on VHC Wigs return/exchange/cancellation policy.

ORDER CHANGE/CANCELLATION

VHC Wigs will make every effort to change or cancel your order if it has not been shipped. Please contact us on +44 793 055 4652 or email to jannie@virginhaircambodia.com within four (4) hours of placing your order. Please be aware that requests for Change or Cancellation received outside of this window will be treated as Exchanges>Returns and subject to the policies below.

EXCHANGE/RETURN POLICY

VHC wigs would like to ensure that you are completely satisfied with your purchase. Please Email your Exchange/Return Request to jannie@virginhaircambodia.com within 5 business days of receipt of the item to obtain a Return Authorization Number (RA). All returns must have the RA number visible on the outside of the box and a copy of the original Invoice with reason for return inside.

Items must be sent back **within 14 days of receipt in new condition.**

- Items cannot be worn or tried on.
- The item must be returned in its original silk bag packaging and in factory condition.
- Please also ensure all labels, tags and supplied hairnet is attached.
- Item cannot have any chemicals or hair products applied. No scent or odour must be detected.

VHC wigs is not responsible for loss of or damaged returned package in transit. Therefore, we recommend that the returned package is properly insured and will need it to be returned by DHL shipping due to Cambodian restrictions.

Returns are not accepted due to colour discrepancies

VHC wigs is not responsible for colour not meeting customer expectations. The description of a colour is given as accurately as possible but IS subject to opinion person-to-person. ALL exchanges/returns received without an RA number or shipped after 14 days of receipt will be refused or sent back at customer's expense. **NOTE:** Be sure to option delivery confirmation on your return package to facilitate the ease of the returns process.

Terms of Exchange/Returns

- Restocking fees of up to 15% may be applied for each return/exchange.
- The Customer is responsible for return shipping
- The following items are non-exchangeable/returnable: Discontinued/clearance sale items
- All express Shipping fees and shipping fees are non-refundable
- Items that do not pass inspection cannot be refunded or exchanged and will be returned to the customer
- Please allow 20-30 business days for us to process your exchange, and to construct a new wig if we don't have one in stock that matches your requirements.

Damaged Items

- Every product is thoroughly inspected prior to shipping. When your order arrives, please check the package for any damages that may have occurred during shipping. If your item has been damaged, please contact us promptly within 24 hours of delivery by email: jannie@virginhaircambodia.com. Damage reported after 24 hours will be dealt with at the discretion of VHC wigs.
- To assure satisfactory resolution, please retain the original shipping box and packing materials with the damaged item for inspection by the carrier.

Backorders - delays

- Occasionally backorders/delays occur. We will promptly ship item(s) once they become available with the original Shipping & Handling method selected. Please note, for orders containing multiple products, we try not ship partial orders, therefore your order will be shipped when all products ordered are available.
- If a backorder/delay occurs on your ordered product, we will contact you via email with the estimated arrival date of your product.

Shipping Policy

VHC wig Company provides Shipping via DHL . All shipping costs are charged as extra. Please note: It is not always possible to guarantee delivery time
We encourage all deliveries be made to a physical address so packages can be tracked.

Shipping Delays

Shipping delays may occur due to holidays, natural disasters, or carrier delays. Please keep in mind holidays do not count as a business day and should be considered when calculating shipping times.

Billing & Shipping Information

Incorrect billing information and/or shipping to an alternate address may cause shipping delays and additional shipping and handling charges, as information must be verified.

Shipping Cancellations

For any shipments returned to us due to a bad address, refusal upon delivery, or cancellation, there will be an additional shipping and handling charge of 25% of your order total. Shipping and handling charges are non-refundable.

POLICY CHANGES

VHC wigs reserves the right at our discretion to make changes to these policies without notice. Please check this page periodically for changes. Prices, specifications, and availability of products are subject to change without notice. Any typographical, photographic, or specification error in products or pricing is subject to correction. We will notify you of any corrections or changes and ask for your approval before we complete your order.

Payment Options

We accept the following payment methods: ABA payway
All credit card charges will appear as VHC wigs. The charge will be completed and funds withdrawn from your account at checkout or when your order is received.