# RETURN POLICY

At Hair SZN, we want every customer to love their wig purchase. Due to the nature of our products, all returns must meet the requirements outlined below to protect the quality, hygiene, and integrity of our wigs.

## Return Eligibility

Customers may request a return within **7 days of delivery**. To be eligible for a return, customers must submit their return request and ship the item back within the 7-day return period.

Returned wigs must be:

• Returned in the original Hair SZN packaging
• Packaging must remain sealed, unopened, and untampered with
• The wig must be completely unused and in the exact condition in which it was received
• The wig must not have been installed, worn, cut, colored, bleached, washed, styled, altered, or exposed to any products
• All original tags, packaging materials, and included items must be returned

Any wig or package that has been opened, altered, tampered with, or does not meet the return requirements will not be eligible for a refund.

## Refunds

Once your return is received and inspected, Hair SZN will determine whether the item meets all return requirements. If approved, a refund will be issued to the original payment method.

Hair SZN does not offer exchanges, store credit, or replacement units.

## Final Sale Items

Customized wigs are final sale and are not eligible for returns or refunds due to the personalized nature of the service.

## Return Shipping

Customers are responsible for ensuring returned items are properly packaged and shipped within the required timeframe. Hair SZN is not responsible for items lost, damaged, or delayed during the return shipping process.

If a return is not received within the required timeframe or the package has been opened, sealed packaging has been broken, or the wig does not meet the return conditions, the item will not qualify for a refund.

## Choosing Your Wig

We encourage customers to carefully review all product details, including hair texture, length, density, lace type, and specifications before placing an order. Hair SZN offers a variety of wig options designed to meet different styling preferences; however, changes in personal preference after purchase, such as requesting a different texture, length, or style, are not considered defects and will not qualify for a return.

Customers are responsible for selecting the wig that best fits their desired look before completing their purchase.