HAIR SZN SHIPPING POLICY

At Hair SZN, we are committed to getting your order to you safely and as quickly as possible.

Processing Time

All orders are processed within **3–5 business days** (Monday–Friday, excluding holidays). Once your order has been processed, you will receive a shipping confirmation email with tracking information.

Please note that customized wigs are still **ready-to-ship** items. Customizations are completed before the wig is listed for sale, so customized wigs follow the same **3–5 business day** processing time as all other orders.

Shipping

We currently ship within the United States.

Delivery times vary depending on the shipping method selected at checkout and the destination. Once your package has been shipped, Hair SZN is not responsible for delays caused by the shipping carrier, weather, holidays, or other circumstances beyond our control.

For the security of our customers and the value of our products, an adult signature is required upon delivery for all shipments. Please ensure someone is available to sign for your package at the delivery address.

Tracking Your Order

A tracking number will be emailed to you as soon as your order ships. Please allow up to 24 hours for tracking information to update.

Incorrect Shipping Information

Customers are responsible for providing a complete and accurate shipping address at checkout. Hair SZN is not responsible for orders shipped to an incorrect address provided by the customer.

If an order is returned due to an incorrect or undeliverable address, the customer will be responsible for any additional shipping fees required to resend the package.

Lost, Stolen, or Damaged Packages

Once your order has been transferred to the shipping carrier and delivery has been attempted in accordance with the signature requirement, Hair SZN is not responsible for lost, stolen, delayed, or damaged packages. If you experience an issue after your order has shipped, please contact the shipping carrier directly to file a claim using your tracking information.

Order Changes & Cancellations

Orders begin processing shortly after they are placed. For this reason, we cannot guarantee changes or cancellations once an order has been submitted.

If you have questions regarding your order, please contact us as soon as possible, and we will do our best to assist you.