

Full Return Policy



PLEASE READ CAREFULLY BEFORE TRYING ON YOUR NEW

- **No Restocking fees for exchanges.** All purchases unless otherwise stated, may be exchanged for a store credit without any additional fees. IBW will accept returns on all purchases as long as all the return guidelines are met unless otherwise stated. **Some discounted and Sale items may only be returned for store credit.** If so, this information will be disclosed in the description.
- To initiate a return, first contact Iron Butterfly Wigs at **214-356-8188** via call or text **within 5 business days from the date of delivery receipt** for return authorization. If there has been no communication with us regarding a return within **5 business days** of the delivery receipt, the item will no longer be eligible for a return. **NO EXCEPTIONS.**
- **The customer is responsible for paying return shipping fees.** Please make sure to obtain a tracking number for your return shipment.
- Upon accepting the return, a refund will be issued for the total amount paid less a **5% restocking fee.** You may choose to be issued a store credit for the entire amount paid without any fees. Store credits do not expire. All returns are subject to a 5% restocking fee. Any amount paid toward the restocking fee can be applied as a **discount on a future order.** Please contact Iron Butterfly Wigs prior to checkout to obtain this discount code.
- During the try-on process, please refrain from allowing the wig to come into contact with your scalp or natural hair. This can be achieved by fully covering your head with the provided wig cap.
- Returns will be accepted only if the wig is unaltered and unworn other than for trying it on.
- The wig must be returned in its original packaging, inclusive of the hair net and any attached original tags. Tags may be removed if necessary to try on, however we ask that they be returned with the item.
- The wig should not have been brushed or combed with personal implements.
- The wig should not be heat styled or washed and must be free from makeup, odors (such as cigarette or cigar smoke), gels, sprays, and other hair care products.
- Failure to adhere to these conditions renders the item ineligible for return.

- Returns must be securely packaged to prevent damage during transit. Returns will not be accepted for items damaged due to inadequate packaging.
- Please email your tracking number to ibw@ironbutterflywigs.com or via text **214-356-8188**

Thank you for choosing Iron Butterfly Wigs. Your satisfaction is our priority. IBW is a small business, and the terms set forth in our return policy are done so that we may be able to offer returns. We aim to keep returns simple and we strive to allow return options that work for our customers. If you have any problems with your order, please contact us so that we may find a resolution.