

Iron Butterfly Wigs

Return Policy



PLEASE READ CAREFULLY BEFORE TRYING ON YOUR NEW WIG

- **No Restocking Fees** are charged by Iron Butterfly Wigs
- All purchases, unless otherwise stated, are eligible for return if the return guidelines are met.
- To initiate a return, contact **Iron Butterfly Wigs** at **214-356-8188**. (call or text) within **3 business days** of delivery for authorization. After 3 days, returns cannot be accepted – **no exceptions**.
- Original shipping & processing fees are **non-refundable**.
- **Return shipping** is the responsibility of the customer and must be **securely packaged in the original box** and include the **hair net and any original tags** (tags may be removed for try-on but must be included in the return).
- Please obtain a **tracking number** for your package and send it to 214-356-8188. Iron Butterfly Wigs is not responsible for damage from inadequate packaging and loss or damage during transit.
- During try-on, please use the **provided wig cap** to prevent contact with your scalp or natural hair.
- Returns are accepted only if the wig is **unaltered, unworn (except for try-on), unwashed, and free from makeup, odors, and styling products**.
- Items that do not meet these conditions are **ineligible for return**.
- **Order cancellations** made before shipment are subject to a **3.5% cancellation fee**.

Please allow 24 hours for your return to be processed and up to 5-7 days, depending on your financial institution, for the refund to appear. You will be refunded back the **item price** and all applicable **sales tax** to the method of payment you used to make the purchase.

Orders Outside the Continental U.S.

- Customers are responsible for any additional **customs duties, fees or taxes** charged by local authorities.

