

Returns & Exchanges



At Iron Butterfly Wigs, we understand that sometimes things just don't work out—and that's okay! We offer a 5-business-day return and exchange policy from the date your order is delivered.

- **Exchanges are always free of restocking fees** and can be applied toward a store credit if you'd like to try something new. Prefer a refund? We're happy to provide one, minus a small 3% restocking fee.
- Please note: some sale or discounted items may be eligible for store credit only. If that's the case, it will be clearly stated in the product description.
- To start a return, contact us within 5 business days of receiving your order by calling or texting us at **214-356-8188**. No returns will be accepted without prior authorization—and no exceptions can be made after the 5-day window.
- All returned items must be in **as-new, unworn, unaltered condition** with original packaging and tags. For full return instructions and guidelines, please read below.
- Need help choosing your next wig? We're here to assist and would love to help you find your perfect fit!