Shipping Information

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Saved From: http://www.perfectlocks.com/faq/article/shipping-information

Placing Your Order

Add item(s) to the online shopping cart. When you are done shopping click the checkout button. The online ordering system will then ask you to provide your billing and shipping information. You will then be asked to select an order payment method. If you select credit card as your payment option, you will be asked to provide your credit card information. If you are planning to pay by another method other than credit card, select any of the other payment methods listed. The shopping cart system is designed to confirm and process credit card orders and to generate order receipts. All orders are confirmed by email to the address you provide. Please check to make sure you have entered the correct email address. Phone orders are also confirmed by email so have your email address handy when placing your order by phone. Orders are generally processed the next business day. RUSH NEXT DAY ORDERS for in stock merchandise will be shipped the same business day provided the order is received before 11:00am EST. If the order is received after this time, it will be shipped the next business day. The 11:00 am same day shipping service applies to Next Day shipment only. Also note that FEDEX does not operate on Saturdays, so overnight FEDEX orders placed on Friday after 11AM will not be recieved until Tuesday.

We Take Fraud Seriously

We require that your shipping and billing addresses must match for your order to be approved. If your order has been declined due to an Address mismatch, please contact us to resolve the issue. If you have a special request for a different billing and shipping address, please call us at 925.349.4829 with additional forms of identification ready to provide to us. If you are a theif or somebody fraudulently using a credit card that belongs to somebody else, rest assured that your IP address is logged and you will be prosecuted!

Order Fulfillment

We will ship all available items within 1 business day (24 hours) of receiving verification of your payment. Our system emails your order receipt as soon as your online order is complete. you may see delivery of your product within 7 days of placing your order. Shipping times vary by location. Some items may not be available for immediate shipment. We will notify you of back-ordered products and hold your order until all products are available. At this point, you would have the option to cancel your order for a full refund.

*** Out of stock items** ship when they become available (within approx. 7 business days). Weekends and holidays do not count as business days.

Shipping Charges

Perfect Locks Hair Company uses the United States Postal Service for all shipping at this time. We charge shipping and handling fees based on the total weight of your order.The shipping and handling cost will be added to your order when you check out, and is calculated live by the USPS. You can get accurate estimates for USPS shipping costs during the checkout process. Shipping and handling rates subject to change at any time.

USPS Delivery Confirmation is automatically included with every hair order over $100.

Express Shipping (USPS)

Express shipping takes 1-2 business day to arrive at your door. You will see all avaialbe shipping options in the first step of the checkout process.

Overnight Shipping (FEDEX)

Overnight orders placed by 11AM will be sent out the same day ensuring next day delivery. FEDEX does not operate on Saturdays, so overnight FEDEX orders placed on Friday will not be recieved until Tuesday. We are not responsible for delayed shipments due to FEDEX delays.

International Orders

WE SHIP INTERNATIONALLY. However, we only accept Paypal and bank wire transfers. To place a bank transfer order with us, please call or email us. **We do not accept credit card payments through our website or over the phone for international orders**, this is due to concerns of fraud.

We use USPS International shipping and FEDEX to ship outside of the Domestic United States. These shipping options are made available to you when you register an account, and when you select the shipping destination for your order during the checkout process.

International Shipments must clear customs. The rules and requirements for customs clearance vary by country. It is the customers responsibility to pay any additional taxes, fees or duties or to arrange for any permits or special paperwork that may be required. Invoices are sent with all shipments. This is the only document that will be sent with your shipment. Please read the information we have provided concerning customs clearance. This information may be found on the ASK US page of our website.

Failed Deliveries / Refused Shipments / Incorrect Shipping Address:

Your order will normally be shipped via USPS or FedEx to the address you provide. Tracking numbers are normally sent to your email address as soon as we receive them from our warehouse. If you do not receive a tracking number, please let us know. Use your USPS/Fedex tracking number to track your package in transit.

Incomplete or incorrect address information are the major cause of shipment delays. Check the address information on your order. Make sure you have included ALL the information (address, apt#, etc.) needed to deliver your package. USPS and FedEx charges a service fee for address corrections. You will be charged for any additional fees caused by bad address information.

Due to problems with missing shipments, we ship all packages as SIGNATURE CONFIRMATION... meaning someone must be there to sign for the package. USPS will attempt to obtain a signature at the time of delivery. We are sorry, but we do not have any way to give special delivery instructions to the USPS delivery person and any such instructions will be ignored. USPS will usually make several attempts to deliver your package. They may also leave a notice of their attempts to deliver at the delivery address and give you a telephone number to call for pick-up or to arrange an alternate delivery. It is the customers responsibility to arrange for package pick-up if necessary. **NO REFUNDS WILL BE ISSUED FOR REFUSED OR ABANDONED SHIPMENTS.**

Mistakes & Delays

If there are mistakes and delays from our end, we will do our best to correct them. USPS or FedEx occasionally lose a package or shipments are delayed (due to weather and other factors). If we make a

mistake, we will do our best to fix it. If we shipped the wrong item or something is missing, we will re-ship it at our expense using the same method of shipping. You must notify us of any incorrect or missing items within 7 days after receipt of your shipment. It is always wise to order far enough in advance to allow for unanticipated delays.

Questions about our Return and Exchange policy? Refer to our Return and Exchanges page.