Perfect Locks Exchange/Return Policy

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We at Perfect Locks pride ourselves on our customer service and high rate of customer satisfaction. We offer a unique and flexible return policy with **no restocking fee** within 14 days of purchase. We do this because we are confident in our product, and we ultimately want you to have the most pleasant hair experience possible. Help us help you so you can have the hair experience you deserve, just contact us if there's a problem, or if you have questions. We're here to help.

Wholesale customer or custon order? View our wholesale and custom order return policy.

Returns

- We will only consider returns on hair extension products if the bundle is unused and remains untied.
- Returned packages must be accompanied by a copy of the original invoice.
- Returns over 14 days are subject to a 15% restocking fee.
- Merchandise must be received before a return can be granted.
- Shipping, handling and insurance costs will be at the customer's expense.

Due to important federal laws and health regulations , we cannot accept the return of used hair. We highly encourage that you thoroughly inspect and examine the hair without opening the bundles to make sure you are satisfied with the product. Show it to your stylist if you are unsure. You may not comb, brush, wash, dye, curl, braid, spray, wear, or treat the hair in any way for us to consider a return.

Exchanges

- The hair must not be untied from the bundle.
- We offer one exchange per original order.
- Shipping and Handling costs will be at the customer's expense.

Follow these steps for a return or exchange:

1. All returns must be accompanied with an RMA number, click here to request an RMA number.
2. Refunds and Exchanges must have an RMA number created within 14 days from day of purchase.
3. Contact us to receive your RMA number. Let us know if you would like an exchange or refund. We will ask you to pay all shipping and product balances before we ship your order.
4. Package your products properly for shipping. It is also advised that you purchase shipping insurance to ensure safe delivery of your merchandise.
5. Write your RMA number on the outside of your package.
6. After we receive your package, allow up to 48 hours for your return to be processed.

RMA numbers can assigned by phone or email

Email: sales@perfectlocks.com
Phone: 925.349.4829

Send return products with your RMA # to:

Perfect Locks, LLC.
Returns Department
5433 K Clayton Rd. #364
Clayton, CA 94517

Refunds and Exchanges must have an RMA created within 14 days of the original order. Refunds or Exchanges will not be permitted after 14 days. Please allow 2 business days for your return to be processed.

Important Federal Law

Due to important federal laws and health regulations, we adhere to a strict policy with regards to exchanging or return of merchandise. All items sent to us for exchange or return will be inspected thoroughly. **IF THE ITEM IS REMOVED FROM THE BUNDLE AND USED IN ANY VISIBLE MANNER, WE WILL NOT ACCEPT ANY REFUNDS OR EXCHANGES for the merchandise.** This includes combing, brushing, washing, dying, curling, braiding, spraying, wearing, etc. If such an item is returned to us, the item will be held for 10 days pending the product inspection and payment of shipping charges to have it returned to them.

Have questions about shipping? Refer to our shipping information page.

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