

# TERMS & CONDITIONS

## PAYMENTS



To place your order for Knightro Hair Extensions hair and products please contact us on 0452 533 434 or simply purchase through our online shop. Payments can be made by cash deposits, bank deposits, debit card, credit card and payment plan options. Upon payment being cleared your order will be processed immediately. All credit card holders are subject to validation on checks and authorization by the card issuer.

## RETURNS & EXCHANGES



If you receive your purchase and are in any way unhappy with it please contact us on 0452 533 434 to discuss the problem you are having with the hair and we will issue you with a credit note. Please also note that we do not refund, if the hair extensions / products have been removed from its original packaging we are unable to accept a return. If one of our staff members have been authorized to return a product and to issue a credit note it MUST be returned in its original packaging and in the same brand new condition in which you received it.

If an item is returned and we deem that it has not been returned to us in the original brand new condition in which it was sent then the item will be returned to you at your cost and a credit note issued. If hair has been cut or coloured/altered in any way returns cannot and will not be accepted under any circumstances. We offer no warranty on our hair extension products. If we are issuing a credit note for your purchase for any reason only a credit of the purchase price will be issued as the postage costs are non-refundable. Return postage is at the expense of the purchaser. We will not cover return postage costs and parcels marked "Return to Sender" will be refused. Hair Extensions are classed as "human product" Health Department regulations restrict us from accepting returns of Hair Extensions. If you are unsure of a colour please call, message or email us.

## **SHIPPING & DELIVERIES**



Australian / International orders are processed within 24 hours once payment has been cleared. We will strive to have your items to you as soon as possible although deliveries range between 1- 4 days standard shipping depending on where you are in Australia and for international postage it can take up to 8 business days. If you would like your items overnight express you will incur an extra charge 'express post' please ask one of our staff members when placing your order for more details. Any orders placed on a weekend will be processed on the Monday. Our Staff are available MondaySaturday from 7am- 7pm to assist you.

## **QUESTIONS & COMPLAINTS**



Contact Knightro Extensions on 0452 533 434 or email us at [knightrohairextensionsinternational@hotmail.com](mailto:knightrohairextensionsinternational@hotmail.com)

## **WE RESERVE THE RIGHT**



If any orders need to be cancelled at any time, we will notify you by email or phone using the details that you have provided. All orders are subject to availability of stock