

## **Terms and Conditions**

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE. All users of this site agree that access to and use of this site are subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site.

### **Terms of Sale**

Please understand by submitting an order you agree to [www.shyrasalon.com](http://www.shyrasalon.com), terms of conditions and company policies. All orders must have the same shipping and billing address to help eliminate any fraudulent purchases. Please note we will only ship to the billing address on file. If necessary call your bank and/or credit card company to update any information if needed prior to ordering.

At [www.shyrasalon.com](http://www.shyrasalon.com), we ask all customers to inspect their packages for any errors made on our part. All discrepancies must be made within 24 hours upon receipt of your package. We do not give refunds, but you will be able to exchange or receive store credit only if the wig has not been worn, the lace not cut or torn and no oil or make up stains on the lace. The wig has to be in the exact condition you received it in. You have to mail the wig back to us and provide a tracking number within 24 hours of the original delivery of the wig. NO EXCEPTIONS WILL BE MADE!

Due to the personal nature of hair all sales are final. [www.shyrasalon.com](http://www.shyrasalon.com) is also not responsible for any merchandises stolen or damaged after they are delivered to the address given for shipping. We issue a tracking number for all merchandise shipped. Thanks you for your understanding. [www.shyrasalon.com](http://www.shyrasalon.com) is not responsible after item has been shipped and delivered to the address given to the customer.

Once production of the wig starts no refunds will be issued.  
If an order is cancelled before production of the wig, there is a \$150 per wig cancellation fee.

For all rush orders please note that no refunds for the rush order fee will be issued unless it is over a week late.

### **RIGHT TO REFUSE A CLIENT**

As a side note, management reserves the right to cancel an order and/or issue a return, and pursue legal action against any customer who is deemed hostile. Hostile customers are those who initiate chargebacks without valid cause (particularly after the receipt of goods), initiate returns without any documentation or notification, threaten/harass staff members in person, over the phone, and via e-mail, and those who attempt to slander and/or commits acts of libel against [www.shyrasalon.com](http://www.shyrasalon.com) or Shy'Ra Salon, we will take all legal steps to refuse future service to such clients.

We are not interested in legal battles, but we are prepared to take them on when necessary.

### **FRAUD**

If a buyer files a dispute with Shy'Ra Salon, a manager will review the dispute to work toward a resolution so that the buyer does not file a chargeback. In many cases, our team's mediation expertise can resolve a dispute quickly and fairly so that both parties feel satisfied. When a resolution cannot be reached, our specialized team of legal experts work hard to ensure that we have the best possible chance of winning a fraudulent chargeback. We retain detailed files on every transaction, including high quality images of all outgoing and incoming shipments, and maintain ALL phone and e-mail records in the rare event that it is ever needed as evidence.

All fraudulent persons will be pursued in the court of law and the police, all credit bureaus and credit issuing banks will be informed to be aware of the person believed to be fraudulent.

**Again if you do not agree to these terms and conditions, please do not use this site**

**All items over \$200 will require signature at delivery.**  
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