



ONLINE EXCHANGE / REFUND FORM

If you would like to exchange or return an item please fill out the form below and send back to us along with the product/s.

Name:

Date:

Order Date:

Order Number:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
Please return this form with your original proof of purchase

Product:

Colour:

Length:

Reason Code:

Product Required:

Reason Code:

1. Looks different in real life

2. Incorrect colour

3. Purchased multiple colours

4. Incorrect item ordered

5. Incorrect item received

6. Parcel damaged on arrival

Please note: You have 60 days from receipt to exchange or return an item.

ALL products must be unopened & in their original packaging for an exchange or return to be accepted. Any products that have been opened or tampered with will not be accepted.

- You can return products to us by post within 60 days of receipt.
- You must get proof of postage and a tracking number.
- If this is being returned outside the UK, please put 'RETURN Hair piece' on the customs form with a declared value of \$8. Failure to do so may incur charges being placed on your return by the postal service.
- Hair that has been exposed to pollutants (cigarette smoke, food, perfume etc) will not be accepted.
- Returns can take 10 days to be processed.
- All parcels must be sent to: Foxy Locks Returns, 13/14 Market Place, Penzance, Cornwall, TR18 2JB, UK.