

THE
VIPSL
Hair Lounge

THE INTERNATIONAL HAIR COLLECTION

POLICES

REFUND & RETURN ISSUES

Your satisfaction is our long-term pursuit and utmost concern. Once your package has arrived, we encourage you to open and check to make sure that the products(s) (i.e., Human & Synthetic wigs, Human Extensions, Eyelashes, and tips) meets your requirement.

OUR VIP PROMISE

The VIPSL Hair Lounge International Hair Collection and its affiliates accept a partial or complete refund for the item that has problem due to our carelessness. That means we cannot warrant a refund if the problem of the item is not caused by The VIPSL Hair Lounge & deAndrélee Signature Wig Collection.

HUMAN WIGS & SYNTHETIC WIGS

For the Wig purchases, please try your wig on as soon as possible without removing the tags, altering, or washing the wig. If the wig has been altered, tag removed or washed, the 7 day policy is voided. NO REFUND!

All our wigs are tailored by experienced professionals and hand-made accordingly. Each wig goes through quality-inspection 6 times prior to being shipped out to minimize such problems from arising. Because each wig is hand-made, there will be at most a 5% difference between the product picture and the product you receive.

COLOR

The settings of your computer screen may alter the color of the pictures shown on our website. Slight color mismatches between the color of your wig and the color shown on screen may not mean that the wig is defective or mis-shipped. And the pictures in the page are only for reference, the color cannot be 100% the same, we can only assure 90% similarity with the models. However, if you are confident that you have received the item in a wrong color, please provide the photos as a proof and contact us to ask for a full refund or wig exchange.

SIZE

Please understand that wigs that do not fit properly but in accordance with the specifications you ordered cannot be returned or exchanged. You can go to a local tailor or a professional seamstress to have the wig re-sized at your own cost: Please note that if your order specifications differ too greatly from the final sizing request, re-sizing may not be possible.

HUMAN EXTENSIONS, COLOR AND TIP HAIR

For Human extension purchases, please inspect the extension to ensure it meet your requirements. If the tags removed or washed, the 7 day policy is voided. NO REFUND!

COLOR

The settings of your computer screen may alter the color of the pictures shown on our website. Slight color mismatches between the color of your wig and the color shown on screen may not mean that the wig is defective or mis-shipped. And the pictures in the page are only for reference, the color cannot be 100% the same, we can only assure 90% similarity with the models. However, if you are confident that you have received the item in a wrong color, please provide the photos as a proof and contact us to ask for a full refund or human colored extensions exchange.

EYELASHES

Please inspect your eyelash purchases to ensure it meet your standards. If the package has been open and or altered, the 7 day policy is voided. NO REFUND!

For any items, if there is a quality problem and you want to apply for a refund, please upload some persuasive pictures or video (in 7days). Once it is verified, you can send the item back to us (customer assumes the shipping cost) only after you get our permission, and we will give you the corresponding refund.

RETURN PROCESS

If you are going to ship an item back to us, please email our VIP Customer Support first at RETURNS@VIPSLHAIRLOUNGE.COM . Our customer representative will provide you with instructions regarding your return of the item(s) purchased. Returns will not be accepted without prior approval from Customer Service and special return code. If we agree to refund, please email us the completed Product Return Form provided by customer service, and you need to ship the item back to us within 7 consecutive days (from the date the item is received). We can only warrant you refund after we receive the item in good conditions as we send to you. The customer is responsible for the shipping fee. In addition, we only accept the DHL, UPS, FED EX and USPS (return of the channels).

RETURN NOT ACCEPTED IF:

1. Washed or worn items, or items that have been damaged by your usage
2. Items lacking original labels, price tags and packaging
3. Items lacking accessories that were sold together with the original product
4. Gift with purchase that do not have quality issues
5. Merchandise that exceeded the returns timeframe
6. Please make sure that the documents, like pictures or videos you may like to send to us for dispute solving should cover the panorama of your package: item itself, tag, packaging bag.

TIME FRAME

Products with quality-related issues may be returned for a refund by contacting us within 7 days after receiving your order.

CONTACT US

Please email to **RETURNS@VIPSLHAIRLOUNGE.COM**
(A reply with the resolution is offered within 2 days)

TRACKING INFORMATION IS UNAVAILABLE

Tracking information is unavailable - No information can be found on the carrier's official website for the tracking number provided. In this case, we will take the full responsibility and make a full refund to you

Case 1: The item is in transit - This refers to any delivery failure cases except for customs detention. The tracking information shown on the carrier's official website includes: customs cleared, leaving the processing center, being dispatched to Virgo Libra, etc. In such cases, we should take the full responsibility and make a full refund to you in principle.

Case 2: If the delivery fails because the address the buyer provided is incorrect or incomplete (according to what is indicated on the official website of the shipping carrier, e.g. 'the address is unavailable for delivery'), but the item is shipped back to us.

For non-customer made items: We will deduct the shipping fee while return the rest of the payment to the buyer.

For customer made items: Buyer will undertake the shipping fee as well as a 50% refund of the product purchase price.

In this case, If the buyer needs the item, he or she should pay for the shipping fee, and we will reship it to the right address.

Case 3: If the delivery fails and the item is not returned to us.

In this case, the buyer should be eligible for a partial of the product purchase price as well as the shipping fee.

ORDER CANCELLATION

How to Cancel a Paid Order

We understand that ordering an item for your special occasion is an important undertaking, and our cancellation policy was created with this in mind. However, it is important to note that our wigs are made to order. Once the tailoring process has begun, the materials cannot be reused.

The good news is that after placing your order, there is still time to change your mind. Please refer to our cancellation policy below for details:

OUR CANCELLATION POLICY:

Actions	Products	Time Frames	Amount Refunded	
			Product Price	Shipping Cost
Cancellation	Human Hair Wigs Luxury Extensions	Within 12 hours of order confirmation	Full Refund	
	Closures Eyelashes	Within 24 hours of order confirmation	70%	100%
	Tip hair Color Extensions	Within 48 hours of order confirmation	50%	100%
	Synthetic Wigs	Within 12 hours of order confirmation	Full Refund	
		Within 24 hours of order confirmation	80%	100%
		Within 48 hours of order confirmation	60%	100%

Note: After 2 days of payment confirmed, your order can NOT be cancelled any more.

For details, please submit your order number and contact our customer service staff at RETURNS@VIPSLHAIRLOUNGE.COM

SHIPPING & DELIVERY

When will I receive my items?

ITEM PROCESSING TIME

Generally speaking, different processing times for different items. Average processing time is 3 to 15 working days. However, we will try our best to prepare the item ASAP after you place an order on our website.

When will I receive my items after I place an order?

There are four key factors that will decide when you receive your items.

1) Shipping Method: Delivery time varies with shipping method. For example: usually, DHL takes 2-4 business days while Fed Express takes 3-5 business days.

2) Time in transit varies depending on where you're located and where your package is coming from.

3) Item Processing Time: There are different processing times for different items. Average processing time is 3 to 15 working days; however, we will try our best to prepare the item ASAP after you place an order on our website

4) Some unavoidable reasons: We will ship out the item according to your requests, but we can't assure you exactly how many days you can receive this item. There are many factors that may cause the delay of your item, e.g. bad weather conditions, strikes as well as war, etc.

But we will ship it out before the shipping deadline, and try our best to negotiate with the related shipping company and ask them to take your case as priority.

How can I trace my order?

As for the order status and shipping information of your package, you can refer to "My Account" in our website. When you click the "View Detail" button, there is a column called Order Tracking, where you can view all the detailed information about your order.

MAIN SHIPPING METHODS

EXPEDITED SHIPPING

Delivery times usually are taking 2 - 5 days to all major destinations. Different items have different shipping costs, but all expedited shipping orders will get a 50% discount on shipping costs.

STANDARD SHIPPING

Standard shipping costs less than expedited shipping but takes a bit longer than expedited shipping. Different items have different shipping costs, but as for the free shipping items, standard shipping order will get a 100% discount on shipping costs.

Note: The above delivery estimates do not include order processing time.

TRACKING YOUR SHIPMENT

You can check your item on the carrier's website. Take some main carriers for example:

FED EX	3-5 working days	http://fedex.com
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When your package is being shipped, we will send you an email notifying the carrier company, tracking number and tracking link for you to track your package.

TIPS FOR CHOOSING YOUR DESIRED COURIER?

According to the length of time that our customers expect to receive their products and circumstances in different countries at specific time, different couriers are chosen. You can choose your couriers based on a combination of the following:

- A) Weight and dimensions of package
- B) The location : We are shipping from (city, state, country or region)
- C) The location : We are shipping to (also called the destination country or region)

Shipping costs are calculated individually for each order based on the number and weight of items in your order, as well as the shipping method chosen.