



TERMS AND CONDITIONS

PLEASE READ THIS SECTION CAREFULLY BEFORE PLACING YOUR ORDER

ORDER CONFIRMATION

All items are subject to availability. All customers must verify stock availability prior to placing an order either by submitting a Stock Enquiry Form from our website www.edenforhair.co.uk,

or by telephoning us on + 44 (0) 800 756 9922.

We will always provide accurate information on stock availability, including back orders, delivery lead times, alternative products and suggestions.

All customers will be sent an Order Confirmation Document including order details, stock availability and delivery information **before** payment is made.

Written confirmation will be provided either by Email, Posted Letter or Text Message, depending on which is best suited to the customer.

The customer will be required to check the details for any errors before accepting and returning this document upon payment.

Confirmation of an order by typing the words 'I ACCEPT' into the required field, or by signing a signature on the required field is an unequivocal expression of the customer's satisfaction with the full and entire details of an order.

Payment for an order without an Order Confirmation Document that is signed or accepted by the customer is wholly sufficient as an unequivocal expression of the customer's satisfaction with the full and entire details of an order.

EDEN Hair

www.edenforhair.co.uk

Phone: +44 (0) 800 756 9922 ext. 2

info@edenforhair.co.uk

EDEN Hair is a part of **EDEN BHI LIMITED**

REGISTERED ADDRESS 145- 157 ST JOHN STREET LONDON EC1V 4PY

REGISTRATION NUMBER: 721 5154



CANCELLATION/ CHANGES

Once a customer accepts an order using the Order Confirmation Document, the order becomes 'Live' and changes cannot be made.

In the event of customer cancellation of a Live Order, a cancellation fee of 7.5% of the value of the order will be charged to the customer and deducted to cover **electronic transfer** fees admin charges, and the balance of monies paid by the customer will be returned.

Cash transfer fees will be charged at 10% of the value of the order which will be deducted from monies paid by the customer.

Any additional requirements will be processed as a new order.

DELAYS

In some cases, delays may occur which are out of our control such as Import Delays or Courier Mishandling. Whilst we will always do our best to assist our customers in resolving these matters, customers should bear in mind that such situations are out of our remit.

We always track all our orders and will inform you as soon as we are aware of any external delivery problems.

In terms of Back- Order deliveries, these are subject to manufacturer availability. We will inform customers of the Estimated Delivery Period however; this remains an estimate and may change at any time.

We will inform all customers on any changes to Back- Order deliveries as soon as we are aware.

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RETURNS

All returns are subject to acceptance by EDEN Hair.

The term 'UNUSED' refers to the condition of the item, i.e.:

Lace on lace units has not been cut in any way

Tips of Pre- bonded wefts have not been altered in any way

Hair on all systems has not been cut/ trimmed/ styled

Hair on all systems has not been treated/ products applied at all

No damage, usage, alteration and/ or tampering of hair and hair systems at all

The term 'Manufacturing Fault' refers to an error of manufacture where by the product is not made/ presented as specified.

All orders are put through a Final Quality and Requirement Check before dispatch.

In the event that an admin/ dispatch error from EDEN Hair results in the customer receiving the wrong product, please contact us to arrange collection of the wrong item and redelivery of the correct item.

All return requests must be initiated within a certain time:

For returns on the basis of Manufacturing Fault, request must be initiated within **14 days** of receipt of the order.

For returns on the basis of Exchange or Customer Dissatisfaction, request must be initiated within **7 days** of receipt of the order.

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For hygiene reasons all Eye Lash Extensions and weft extensions i.e. hand tied, machine, ring and comb weft extensions cannot be returned.

Pre-bonded extensions can be returned if UNUSED and only if there is a Manufacturing Fault or in the event of Customer Dissatisfaction. In the case of a Manufacturing Fault, the returned items will be checked and replaced as soon as possible and redelivered to the customer at no additional cost.

Stock Lace units can be returned if UNUSED and only in the event of a Manufacturing Fault or Customer Dissatisfaction/ Exchange. Customers must ensure they are sure of their head measurements before ordering a stock wig as EDEN Hair will not be held responsible for poorly fit wigs due to incorrect customer measurement. In the event of Poor Fit due to incorrect customer measurement, the item may be returned at the customer's expense if UNUSED and a restock fee of 25% of the value of the order will be charged. This charge is to cover admin and re-shelving costs.

Custom Lace units cannot be returned except in the event of a Manufacturing Fault. In the event of a Manufacturing Fault, the unit can be returned to be rectified as soon as possible.

Discounted products cannot be returned or refunded except in the case of a Manufacturing Fault only.

Products sold as Wholesale or Supply cannot be returned or refunded, except in the case of a Manufacturing Fault only.

RETURNS DUE TO: CUSTOMER DISSATISFACTION

In the event of Customer Dissatisfaction with any of our products, please contact us with your query within 7 days of receipt of the product. In the event of a return on this basis, the item must be returned in its original packaging and UNUSED, at the customer's expense. A restock fee of 25% of the value of the order will be charged to cover admin and re-shelving costs and this will be deducted from refund.

No return or refund shall be accepted due to customer dissatisfaction for Lash Extensions and all types of Weft Extensions.

Returns on the basis of Customer Dissatisfaction will not be accepted after 7 days.

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RETURNS DUE TO: EXCHANGE

All exchange requests must be made within 7 days of receipt of the order. Requests made after 7 days will not be accepted.

There is no exchange accepted on the following products:

Custom Lace Units

Weft Extensions- All types

Pre- bonded Extensions

Stock Lace Units can be returned for exchange at the customer's expense subject to the terms stated above. In the event of a customer exchange, a re-stock fee of 25% will be charged to the customer to cover admin and re-shelving costs. Re- delivery of preferred product will be charged to the customer.

Once a return is accepted by EDEN Hair the customer will be sent a **Return Accepted Note**. They must detach the bottom section and include with all returns, whilst retaining the main body for their records.

In the case of Manufacturing Faults, we will Need To See the queried product in order to carry out an assessment of the query and to accept or decline the return.

In such cases a **Return Pending Note** will be sent to the customer and they customer must detach the bottom section and return it with the queried item, whilst retaining the main body for their records. Shipping costs of this return to EDEN Hair will be at the customer's expense.

Once the return has been accepted by EDEN Hair we will send the customer a Return Accepted Note and reimburse the customer for the full costs of shipping for return.

All returns must be sent by RECORDED DELIVERY / SIGNED- FOR DELIVERY if collection cannot be arranged.

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REFUNDS

Full Refunds will be issued on the basis of Manufacturing Fault Only, where there is no other possible resolution.

Partial Refunds will be issued on the basis of Customer Dissatisfaction or Exchange, subject to re- stocking fees as stated above, where there is no other possible resolution.

OVER- DUE PAYMENTS AND LATE PAYMENTS

In the event that a customer dishonours a payment arrangement resulting in late payment or non- payment for an order or item(s), **INTEREST CHARGES** will be levied on the total amount of the overdue or late payment. Interest becomes chargeable from 5pm on the day that the payment fell due or became 'late'.

The customer will be given notice of this action by email, text message, and fax or by posted letter.

In aggravated cases of late, delayed and/ or non- payment, EDEN BHI LTD will seek legal action according to the laws of the land to recover the amount owed in addition to the interest charges accrued, legal fees incurred, and any other external costs that may arise.

COLOURS

All our products are of 'natural' colouring. This means that they have not been coloured in any way to give a particular shade and due to the individual nature of each product, the colouring will vary with each item.

The customer may colour the product to suit their desired shade.

We try as best as possible to provide a clear visual description or depiction of the actual colouring of our units, however this varies depending on the screen being used to view the product.

We cannot guarantee that the description or depiction will exactly match the colouring of the product upon arrival.

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