



RETURN FORM

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

Full Name:

Date:

Order Date:

Order Number:

Please return this form with your original proof of purchase.

Product:

Colour:

Length:

Reason:

Product Required:

Return 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 14 days from receipt to return an item. ALL products must remain in the same brand new condition as received and unaltered in order to return. Any products that have been used or tampered with will not be accepted. You can return for a refund, exchange or store credit, please ensure you state how you would like your return to be processed on the form. If opting for a refund, please state "REFUND" under the column "product required".

- You can return products to us by post within 14 days of receipt.
- You must get proof of postage and a tracking number.
- If this is being returned from outside of the UK, please put 'RETURN HAIR PIECE - NO DUTIES' and the 'Commodity Code 67042000' on the customs form. 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 1 - 3 working days to be processed once received.
- All parcels must be sent to:
Foxy Locks LTD Returns, Unit 16, Hayle Industrial Park, Marsh Lane, Hayle, Cornwall, TR27 5JR, UK.