



FOXY LOCKS®

RETURN FORM

If you would like to exchange (UK only) 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 30 days from receipt to return an item. Full sets of clip in extensions come in a box with two compartments. The top compartment is sealed with a hygiene seal and this must remain sealed in order to return. The bottom compartment contains a sample piece, this must be in the same condition as received and this must be returned along with the rest of the product. Volumizers, Ponytails & Tape In Hair Extensions do not have a hygiene seal, but must remain in the same condition as received and the same packaging for a return to be accepted. Any products that have been tampered with will not be accepted and will be returned back to you.

- You can return products to us by post within 30 days of receipt.
- We do not offer exchanges outside of the UK, we can only accept returns. A new order must be placed for an item needed.
- 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.

HAIR EXTENSIONS