



Lovedi hair & beauty
Kaya noblesa 14
Willemstad Curacao
VAT #
Camber of commerce #

Terms & Conditions

Please read this information carefully as it contains important details about our policy that may apply to you.

At Lovedi Hair & Beauty., customer satisfaction is our first priority. We stand behind the quality of our products 100%. We believe we can work together with our clients to make every purchase a positive experience. Our hair is carefully hand inspected by our fulfillment department before leaving our location. Due to the nature of our product, and because each individual piece comes from a separate donor, we cannot guarantee hair color or texture.

All terms of payment are always 100% upfront. As soon as you place an order online your credit card will be charged. We have zero tolerance for credit card fraud and theft of our merchandise. Any fraudulent purchases will be prosecuted to the fullest extent of the law. Please read the following terms to understand our policies in full. ALL SALES ARE FINAL!

TEXTURE DISCLAIMER

Human hair is distinct, and no two heads of hair are exactly alike. Our pictures are meant to give you a good idea of our textures available. When you place an order with us you will notice that there will be some variation between our pictures and that of the hair you receive. This is not avoidable nor should it be. Some textures may be more coarse, sleek, looser curls, tighter curls, etc. It is human hair and can vary with texture/wave pattern.

COLOR DISCLAIMER

We only supply raw and virgin hair and it comes in natural shades of 1B (Off Black/Natural Dark Brown). If you choose to buy our pre-colored hair or color the hair yourself, it takes and holds permanent, semi-permanent, lifts, and cellophane beautifully! Please understand, we DO NOT suggest any chemical changes being performed by an unlicensed individual. Always refer to a professional for permanent change, as the product is your investment. Though it is possible to color the hair, the risk of damaging it increases dramatically. All hair reacts differently to different products and regiments. Reactions include but are not limited to extreme dryness, breakage, shedding, matting, and tangling. If an error occurs due to a chemical service, Lovedi hair & beauty., and its entities are not liable or held accountable for damage.

Coloring, lifting, or dyeing the hair may affect the original texture of the hair. We are not responsible for the product after it has been altered from its original state. Please be forewarned, refunds and/or exchanges WILL NOT be issued for dissatisfaction with texture or color! ALL SALES ARE FINAL!

PRICING

The pricing listed on the website at the time of check out is the only price that can and will be honored. All prices are subject to change. Once an order has been placed, you do not have the option to redeem the sale price of any sales announced AFTER your order was placed. Coupon codes cannot be applied to any pending, existing, or shipped orders. Once the order is shipped, you cannot apply a bundle deal pricing to get more bundles. ALL SALES ARE FINAL!

SALES/ DISCOUNT CODES/ COUPONS

In the case a customer is granted a personal discount code (separate from sale codes), the code can only be used on regularly priced items. You cannot apply discount codes to the sale items. IF the code is provided via Lovedi hair & beauty for a sale, the code can be used on all items. No discounts or coupon codes will be applied to existing orders.

PAYMENT TERMS

ALL SALES ARE FINAL! Must be 18 or older to order. All terms of payment are always 100% upfront. We accept online banktransfers, iDeal and all major credit cards through the merchant PayPal service. As soon as you place an order online your credit card/debit card will be charged.

We have zero tolerance for credit card fraud and/or theft of our merchandise. Any fraudulent purchases will be prosecuted to the fullest extent of the law. If your billing address is different than your shipping address, your order will be placed under our Fraud Verification Process to verify the validity of your credit card or PayPal account, before your shipment is released. If this is necessary, then this may delay the shipping of your order.

Once payment is made there are no cancellations of orders for refund.

ONLINE STORE POLICY

Varying information on your invoice details or transaction information flags our verification team. As an extra step to protect our customers from internet fraud, we may require the customer to submit a government issued photo ID or valid license to authorize their transaction. ALL SALES ARE FINAL!

ORDER PROCESSING

We do not operate on weekends. Any orders placed Friday, Saturday, or Sunday, will be processed first thing the following Monday morning, unless it is a holiday. Once shipped, orders arrive within the time frame selected at checkout. ALL SALES ARE FINAL!

PRODUCT AVAILABILITY

If any product is out of stock, it will be shown as "sold out" or "unavailable" and you will not be able to purchase that product. However you can send us an e-mail stating what item you want and your contact information. Once the product becomes available you will be sent a notification, we will not hold product for clients, the notification is a courtesy to let you know your product is back in stock.

Please note: Prices, specifications, and availability of products are subject to change without notice.

SHIPPING TIMEFRAMES

We have a standard 24-72 hour processing time prior to the shipment of all orders.

This processing timeframe is subject to change due to sales or holidays.

Please review our shipping methods to receive an estimated timeframe of the delivery of your package.

*****NO SHIPMENT WILL TAKE PLACE ON WEEKENDS NOR HOLIDAYS*****

*****INTERNATIONAL ORDERS: There is a possible Customs fee that can be requested by the postal service upon delivery/receipt of the package. Lovedi hair & beauty is not at liberty to calculate or charge customer as we have no control over the fees required outside of regular shipping fees. Customer is responsible for additional shipping charges. NO REFUNDS WILL BE ISSUED FOR REFUSED, ABANDONED OR DISPOSED PACKAGES! ALL SALES ARE FINAL!

If a shipment is returned to us the customer will be responsible for any additional cost related to reshipment.

DELIVERY CONFIRMATION

Lovedi hair & beauty requires a signature upon of ALL shipments. Any shipments that exceed 500 naf will be sent via Restricted Delivery. Please ensure whom the package is addressed to is the person available for delivery. No signatures can be waived on a package.

If you are not available at the time of delivery, your package will be held at your local post office for pick-up for up to two weeks time before being Returned to Sender.

SHIPPING DELAYS

All DHL, UPS and Fedex shipments will require a signature. For your convenience please do not wait until the last minute to place your order. If you have a deadline, hair appointment, or other engagements; it is always wise to order far enough in advance to allow for unanticipated delays. We are not responsible for late shipments due to inclement weather, holidays, natural disasters, or carrier delays. Please keep in mind holidays do not count as a business day and should be considered when calculating shipping times. We entrust DHL, Fedex and UPS to deliver your package on time. If your package is delayed we will not offer a reimbursement of shipping charges.

FAILED DELIVERIES / REFUSED SHIPMENTS / INCORRECT SHIPPING ADDRESS

Incomplete or incorrect address information is the major cause of shipment delays. Please be sure to cross-check the address information on your order. Make sure you have included ALL the information needed to deliver your package (Address, Apt Number, Etc.). Your order will be shipped via DHL, Fedex or UPS to the address you provide. It is extremely important that you give us the most accurate and complete information possible. If an address correction needs to be made after your shipment has been sent you will be assessed the fee USPS charges us to make the correction or to reship the product. NO REFUNDS WILL BE ISSUED FOR REFUSED OR ABANDONED SHIPMENTS. ALL SALES ARE FINAL!

If a shipment is returned to us due to an incorrect address you will be responsible for additional shipping charges. NO REFUNDS WILL BE ISSUED FOR REFUSED OR ABANDONED SHIPMENTS!

LOST SHIPMENTS

If you have tracked your package via dhlexpress.com, fedex.com or ups.com and there is a discrepancy in delivery information or it has been lost in transit please call us immediately. We will need to contact the responsible shipping service right away and initiate a trace/investigation for your package. This investigation can take up to 7-10 business days. It is never guaranteed that the carrier will be able to locate/retrieve your package. If your claim is resolved, we will contact you to offer reshipment or a refund. If the claim is not resolved by the carrier, we will not be able to guarantee those options.

ROUTE SHIPPING INSURANCE

As of June 01, 2023, Lovedi hair & beauty now offers shipping insurance through Route. You will have the option to select shipping insurance be added to your purchase at the time of checkout. Although this step is not mandatory, it comes highly recommended to protect your investment. If there is a discrepancy in delivery information or your purchase has been lost in transit, Route offers a resolution of reshipment or refund within 24 hours of filing a claim. If you need to file a claim, please visit claims.route.com to begin the Route claim process.

NO RETURN/REFUND POLICY

At Lovedi hair & beauty, we maintain a very high level of quality assurance by taking every bundle of hair through a vigorous process to make sure you are receiving the best quality product possible. All hair orders are thoroughly inspected before shipping. It is our primary focus to make sure you are completely satisfied.

Due to the nature of our products, ALL SALES ARE FINAL.

EXCHANGES

Lovedi hair & beauty, at its sole discretion, may exchange products under the following conditions:

Requests must be made within 3 business days of receipt of product(s).

Customer is allowed one exchange, if eligible, per order.

Any exchange requested after 3 business days of receiving the product will not be honored.

We will not accept any merchandise, which has been used or altered (washed, brushed, combed or cut) in any way.

According to the Federal law you cannot return human hair products that have been used due to hygienic reasons. Please return the item in the original and resalable condition as a necessary health precaution.

Product must be exchanged for something of equal or greater value. In order to process an exchange the product would need to be sent back at your expense. We suggest sending through a carrier that provides tracking information and delivery confirmation since we are not responsible for lost packages. Once your product has been received it will be examined thoroughly. If the product has been returned unused, in its original condition we will exchange the product for

something of equal or greater value. Exchanges are limited to two exchanges per order. No refunds will be permitted, unless it is determined that Lovedi hair & beauty is the party at fault, then we shall exchange the product at no additional cost to the customer.

Any exchanges upon request of customer, he/she is responsible for reshipment costs as that is a separate service that has already been used.

Any exchange that permits a difference (less than original) customer will hold a store credit for the remaining balance owed as we do not refund ANY costs.

INSTALLING

Shampoo and condition your virgin hair extensions prior to installing.

WASHING

- Wash in warm water
- When washing your hair extension do not massage or twist the hair
- Apply a generous amount of conditioner
- Do not apply conditioner to areas where the extensions are attached
- After washing, allow to air dry (don't roll or rub hair into a towel)

Styling: 3 bundles are needed for a full look depending on desired fullness. For styles 18" and longer, 3 -4 bundles are needed for a full look.

POLICY CHANGES

Lovedi hair & beauty reserves the right at our discretion to make changes to prices, policies and procedures. Please check this page periodically for changes.

TRADEMARKS

Lovedi hair & beauty, does not accept liability beyond the remedies set forth herein, including any liability for products not being available for, or the provision of services and support. Lovedi hair & beauty will not be liable for consequential, special, indirect or punitive damages even if advised of the possibility of such damages, or for any claim by any third party except as expressly provided herein. This limitation of liability applies both to products and services. Customer agrees that for any liability related to the purchase of products, Lovedi hair & beauty is not liable or responsible for any amount of damages above the aggregate net amount paid by customer for the purchase of products under this agreement. Customer agrees that for any liability related to the purchase of services not bundled with products under this agreement, Lovedi hair and beauty is not liable or responsible for any amount of damages above the aggregate net amount paid by customer for the purchase of services under this agreement.

SUBMISSIONS

With the exception of your personal information, any communication or material you send to the Lovedi hair & beauty site, electronically or otherwise, including but not limited to data, questions, comments, suggestions, or submissions is and will be treated as non-confidential and non-proprietary. Anything you send to Lovedi hair & beauty, it may be used by Lovedi hair & beauty, for any purpose including but not limited to modification, reproduction, transmission, disclosure, publication, broadcast, and posting. By submitting material to Lovedi hair & beauty, you irrevocably transfer and assign to Lovedi hair & beauty., and forever waive and agree never to assert, any copyrights, "moral" rights, rights of publicity or to privacy, or other intellectual-property or proprietary rights that you may have in such material. Lovedi hair & beauty is free to use, without obligation of any kind, any ideas, concepts, techniques, or know-how contained in any communication you send to the Lovedi hair & beauty site for any purpose whatsoever, including but not limited to developing, manufacturing, and marketing products and services.

COPYRIGHTS, AND OTHER RIGHTS

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