

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

We have a standard 12-24 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*****

In case of Virgin Chinese

SERVICE	LOCAL	SOUTH AMERICA	NORTH AMERICA	EUROPE	OTHER INTERNATIONAL
TIME	4-7 BUSINESS DAYS	7-10 BUSINESS DAYS	7-10 BUSINESS DAYS	4-7 BUSINESS DAYS	7-14 BUSINESS DAYS
COST	Naf 15	Naf 25	Naf 25	Naf 50	Naf 50

In case of Raw Vietnamese

SERVICE	LOCAL	SOUTH AMERICA	NORTH AMERICA	EUROPE	OTHER INTERNATIONAL
TIME	14-20 BUSINESS DAYS	14-20 BUSINESS DAYS	14-20 BUSINESS DAYS	14-20 BUSINESS DAYS	14-20 BUSINESS DAYS
COST	Naf 15	Naf 25	Naf 25	Naf 50	Naf 50

In case of custom hairpieces

SERVICE	LOCAL	SOUTH AMERICA	NORTH AMERICA	EUROPE	OTHER INTERNATIONAL
TIME	20/30 BUSINESS DAYS	20-30 BUSINESS DAYS	20-30 BUSINESS DAYS	20-30 BUSINESS DAYS	20-30 BUSINESS DAYS
COST	Naf 10	Naf 25	Naf 25	Naf 50	Naf 50

*****ALL NON-DOMESTIC AND INTERNATIONAL ORDERS: There is a Customs fee that can be requested by the postal service upon delivery/receipt of the package. Customers may be subject to a 2-3% Duty/Customs fee based on the total order value. Lovedi hair and beauty is not at liberty to calculate or charge customer as we have no control over the fees required outside of regular shipping fees. Please contact your local postal service for further details. *****

ORDER PROCESSING

Incorrect billing information and/or shipping to an address other than the billing address may cause shipping delays, as information must be verified. Lovedi hair & beauty has the right to decline an order and issue a refund at our sole option. Confirmation of billing may be required and customer can/will be contacted via phone and email to complete.

TRACKING INFORMATION

You will receive an email with a tracking number once your items have been shipped. If you do not receive a tracking number within 2 business days of placing your order, please contact Lovedi hair & beauty per email admin@lovedihairandbeauty.com. Please, mention your order number in the email.

We do not ship on weekends, holidays, and in the occurrence of a natural disaster.

BACKORDERS

Rare, but if a backorder occurs on your item(s); you will be placed on a priority waitlist. We will immediately ship item(s) upon arrival. To add, we will contact you by phone or email with the estimated arrival date. If we are unable to ship the backordered item(s) in a reasonable length of time of 20-30 business days, we will contact you immediately and offer you an option of a full payment refund.

CANCELLATION AND MODIFICATION POLICY

Orders can be changed or modified but never cancelled for "full refund". We DO NOT OFFER REFUNDS, due to the nature of the product. Once the order has been placed, we will only make modifications to the order. Please, refer to Return and Exchange Policy.

RETURN AND EXCHANGE POLICY

Due to the nature of the product, your order must meet Federal Health Regulations before requesting a return or exchange. All returns are processed within 1-2 business days upon arrival to our shop.

RETURNS

All hair has undergone a quality assurance process to ensure it is free of imperfections. If you receive an item that is damaged, defective, or materially different, please email customer service admin@lovedihairandbeauty.com within 3 business days of the receipt date.

If the hair received does not meet our brand standards, we will gladly exchange it and begin the exchange process per our cost.

Our fulfillment department must inspect all incoming shipments to ensure all product is in its original condition. No in-store credit will be given if product has been unraveled, co-washed, or manipulated in any manner from its original state.

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).
- Any exchange requested after 3 business days of receiving the product will not be honored.
- All exchanges will require a return label from our customer service team. Once sent, customers will only be allotted 7 business days to utilize their return label for an exchange. Any timeframe exceeding this allotment will not be honored.
- We will not accept any merchandise, which has been used or altered (unraveled, 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. When requesting an exchange, a Lovedi hair & beauty representative will send a return label to you via your email address. This label should be printed and placed onto your package to ensure your package is insured during its route back to our offices. 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 per your selection.
- 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 due to a fulfillment error, then we shall exchange the product at no additional cost to the customer.
- Customer is responsible for the reshipment cost as that is a separate service that has already been used.
- For any exchange that permits a difference (less than original) customer will hold a in-store credit for the remaining balance owed as we do not refund ANY costs.

RETURN AND EXCHANGE PROCEDURE

When you receive your item(s), open the box and visually examine the product to verify if you have received the desired texture and lengths you ordered. You can gently take the hair out of the plastic. At this time, you can determine if the products you have received are damaged, defective, or materially different from what you ordered.

Please, contact us immediately via the chat box on our website if there are any discrepancy or questions.