

## SAVVY SHEITELS CONDITIONS OF USE

**READ THE FOLLOWING TERMS and CONDITIONS CAREFULLY BEFORE PURCHASING.**

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### DELIVERY SCHEDULE

**All orders take time to process in ADDITION to the shipping time.**

- **Standard In-Stock** items take 2-3 days to process before shipping.
- **Any item may become out-of-stock at any time** without indication on the listing that it is out-of-stock.
- **Out-of-stock** items may take 5-10 days to process, depending on availability from the manufacturer.
- **Custom wig orders** take 8-10 weeks to be made to your specifications. (See Custom Orders below)
- **Customizing a ready-made wig** (such as adding hair, highlights, or making it ready for tape or adhesives) may take 3-6 days or more.

1) Processing refers to the steps it takes to get your order ready to ship and may include: Payment processing and verification; Checking inventory; Ordering an item/color from the manufacturer. Wash and set for most wigs. 2) Items that are found to be out-of-stock will be updated in your account as Status: Special Order or Backordered. 3) If an item ordered is no longer available from the manufacturer in your preferred size and color, you will be contacted regarding currently available options or substitutions.

#### **DEADLINES:**

If you have a deadline for receiving an item (for example: for a wedding or vacation), you **MUST** notify Savvy Sheitels in writing at the time of purchase **AND** verify as soon as possible that there is enough time before the event for the item to be obtained and shipped. We cannot guarantee a delivery date. The buyer is responsible for any rush shipping charges and will not hold Savvy Sheitels responsible for any missed deadlines.

## SHIPPING POLICIES

- No items will be shipped until payment has been made in full and has cleared the bank.
- All shipping includes postage plus handling fees and is non-refundable once the item is shipped.
- Please make sure your shipping address is accurate.
- Tracking is NOT available for items shipped via the United States Postal Service (USPS) Priority mail. Tracking is available for Express mail and items shipped via FedEx.
- Please [contact us](#) at the time of your order if you need delivery by a specific date.
- Inspect your order upon delivery and [notify us](#) immediately of any problems.

1) Processing orders will take ADDITIONAL time before an item can be shipped. Please allow enough time when ordering. We cannot guarantee a delivery date. 2) To request insurance for your delivery please [e-mail us](#) – additional fees will apply. 3) You may [log in](#) and check your account or [contact us](#) to inquire about your order status.

### **AVOID FAILED DELIVERIES:**

**Make sure your address information is accurate** and that it contains ALL the information (apt #, etc.) needed for delivery.

1) Packages may be shipped without any signature required unless you request (via email) that an adult signs for the package. Requesting signature confirmation will improve the security of your delivery but may delay the delivery if no one is home to accept it. If the USPS or FedEx confirms that they have delivered your order to your address (with or without a signature), you are responsible if the package becomes lost, stolen, or damaged. 2) USPS and FedEx usually make several attempts to deliver your package. They may also leave a notice of their attempts to deliver with a telephone to call for pick-up. It is the customer's responsibility to follow-thru for package pick-up if this becomes necessary. 3) A 30% RESTOCKING FEE PLUS ANY FREIGHT CHARGES WILL BE CAHRGED on refused shipments or on shipments returned to us due to address problems. If you experience a delivery problem caused by our mistake, we will reship the item. 4) If a shipment is returned to us due to the customer's failure to accept delivery, the order will be held for 7 days from the date the item is received at our return center. The customer may request reshipment of the order. We will only reship the item(s) originally ordered. We will not remake a custom item or substitute the items in the original order with other items. An additional charge will be billed for reshipping.

### **INTERNATIONAL SHIPPING** (including Canada and Mexico)

- Please provide a working phone number for international orders.
- You will be responsible for the payment of any duty or customs fees levied by your country.
- The United States Postal Service (USPS) will hand over your package to your country's postal service. It will then be up to your local post office to complete the delivery. FedEx will deliver your package to your address.

Standard shipping for all items is via the United States Postal Service (USPS):

- 1) Priority Mail International™  
Delivery should be made within 6-10 days after order processing (see above). Package

Tracking is NOT offered. Shipping and handling charges via USPS Priority Mail International™ range from \$25 - \$35 USD per pound.

- 2) Express Mail International™  
Delivery should be made within 3-5 days after order processing (see above). Package Tracking is available for major cities. Insurance is included up to \$100. For additional insurance please [e-mail](#) us. Shipping and handling charges via USPS Express Mail International™ range from \$45 - \$100 USD per pound.

**Services that offer guaranteed delivery with tracking** may cost \$60 - \$150 USD.

We offer 2 options for International shipping with tracking:

- 1) USPS Global Express Guaranteed® 3-day service with Tracking
- 2) FedEx Express Guaranteed 3-day service with Tracking

#### **SHIPPING & HANDLING (S&H) CHARGES:**

Shipping refers to the cost of postage, which varies by shipping weight and destination.

Handling refers to many factors involved in shipping your item that may include:

All the steps in processing as mentioned above; Preparing labels and packing slips; Shipping address verification; Packaging the items; Delivery to the Post Office; Removal of items and/or color options from web listings; Reordering and restocking inventory; Record keeping and filing documentation related to the transaction. Many of these factors have fixed costs in time and personnel for each item regardless, whether you paid \$0.99 or \$900.00 for an item.

#### **QUALITY ASSURANCE INSPECTION:**

Quality and customer satisfaction is very important to us. All items undergo an extensive quality inspection before they are shipped to insure that the sizing is correct and that there are no tears, rips or other damage. Check your purchase carefully when it is received. Please report any problems immediately.

#### **RETURN SHIPPING**

In the event that you must return an item, you will be responsible for the cost of shipping it back to us. If you need another item sent in exchange, this shipping cost will also be your responsibility.

## **CANCELLATIONS BEFORE ORDERS ARE SHIPPED**

We must be notified of any request to cancel a wig or hairpiece order within 48 hours of the time it was placed. After this 48 hour time period has elapsed, a Cancellation Fee of at least \$25.00 and not more than 10% of the purchase price will be charged or deducted from your refund, based on your total order amount.

If you decide to cancel an order for a **CUSTOM WIG** or **CUSTOMIZED WIG** after 48 hours of the time it was placed, you will be charged a minimum 50% cancellation fee, plus any additional costs we may have incurred. **YOU CANNOT CANCEL A CUSTOM ORDER AFTER IT HAS BEEN SHIPPED.** You must [call Savvy Sheitels](#) to cancel a custom order.

Customers who cancel their order because of the unavailability of backordered item(s), or discontinuance of item(s) are exempt from the cancellation fee.

THE AMOUNT OF THE CANCELLATION FEE MAY BE APPLIED TO A FUTURE PURCHASE within one year of the original transaction.

## SAVVY SHEITELS RETURN POLICIES

### **SAVVY'S 10-DAY MONEY-BACK GUARANTEE:**

If at any time within 10 days of receiving an order, the buyer is not satisfied with the purchase, it may be returned for an exchange or refund with the following exceptions and stipulations:

**Custom Wigs and Customized Wigs may NOT be returned.** (See below for details.)  
**Hair Care and Wig Care products may not be returned.**

**ALL RETURNED ITEMS MUST be in the original factory condition.** Any wigs that have been cut, dyed or altered, in any way, may NOT be returned. (Wigs may only be tried on briefly but may not be worn for an extended period.) Wigs that have been worn and show any signs of wear may NOT be returned. Any wigs that have been stained, soiled, ripped, placed near heat or used with heat may NOT be returned. Items exposed to odors such as cigarette smoke or perfume may NOT be returned. (Wigs may be washed one time but ONLY by hand with a gentle shampoo in cold water, thoroughly rinsed and then air-dried with NO HEAT.) Any sign of wear or damage will invalidate the 10-day Money-back Guarantee and may NOT be returned.

These conditions apply equally to all wigs whether human hair or synthetic and all hats and scarves.

**ALL RETURNED ITEMS MUST include the [Savvy Return Form](#) with the item being returned.**

Also included any original tags and copies of your invoice or packing slip. It is NOT NECESSARY to call us before shipping your return when you include the form and it is returned within 10-days.

**ALL RETURNED ITEMS MUST be postmarked within 10 days of the delivery date.** That means that from the date the item was delivered you have just 10-days to bring the item to be returned to the post office or other commercial shipping company. If you will not be able to return an item within 10 days you MUST [contact Savvy Sheitels](#) within the 10-day period to request an extension. Extensions will not be given once the return deadline is missed.

Items returned within these timeframes will be subject to the following:

- **Items returned within 1-10 days:** may be returned for cash, exchange or store credit and may be subject to a Restocking Fee of not more than \$45.
- **Items returned within 10-21 days:** May be exchanged for merchandise of equal or greater value or store credit; may NOT be returned for Cash; and will be subject Restocking Fee up to \$75 or 15% of the purchase price.
- **Items returned after 21 days:** Are considered Late Returns and will NOT be eligible for cash refunds, exchanges or store credit. We cannot mail back Late Returns but will give the item to charity or sell the item and give the proceeds to charity.

We can accommodate ONE exchange per item, as long as eligibility requirements are met.

If you return any of the items purchased as part of a discount or special offer, your refund will be adjusted accordingly. An item that is give free with your purchase is not free without your purchase and will be deducted from your refund if it is not returned.

We refund the ONLY purchase price of the returned item (less any restocking fees); WE DO NOT REFUND SHIPPING CHARGES. You are responsible to pay the cost of any return shipping. Please insure your return package and retain the receipt. Allow 14 days for us to receive and process your return.

Send all Return Packages with the [Savvy Return Form](#) to:

**Savvy Sheitels Returns**  
1747 Ford Parkway  
St Paul, MN 55116 USA

Once we receive the item in its original condition we will process your return. We may contact you to inquire about the reasons for the return, your preferences and to suggest alternative options. Cash refunds are usually mailed in a refund check regardless of the original payment method. Please allow 2 weeks for the check to reach you.

## CUSTOM ORDERS

### **CUSTOM WIGS:**

**Wigs made from scratch according to your specifications may take about 8-10 weeks to be made.** It takes a great deal of patience to carefully hand-sew individual hairs into the wig. Once the wig is ready, it is sent from overseas to the United States where it must pass through US Customs and on to the Savvy Sheitel Company in Minnesota. Although Custom Wigs are made to your specifications they do not come ready-to-wear. They almost always will require cutting and styling to suit your features and tastes. All Custom Wigs cannot be returned for refund or exchange.

### **CUSTOMIZED WIGS:**

**Any wig that is customized for you by Savvy Sheitels** to add highlights, styling, cutting, bangs, removal of combs and clips and/or adding area for use of tape or adhesive, or adding hair (whether supplied by Savvy Sheitels or the buyer) is subject to the following:

Customization will add to the time needed for processing and will incur additional fees. All Customized Wigs cannot be returned for refund or exchange.

### **CUSTOM WIGS AND CUSTOMIZED WIGS MAY NOT BE RETURNED:**

Since each individual wig is made for a specific customer with the details they requested, Custom Wigs and Customized Wigs may NOT be returned.

Designing your own custom wig is in a different league than ordering a mass produced product. It is a bit adventurous but very personal and satisfying. You will have an original masterpiece, an expression of your unique style, of the highest quality available.

### **If the final result does not meet your expectations, you have two options...**

1. If minor changes are needed (resizing, adding highlights, etc.), we can ship the wig back to the manufacturer for adjustments. FedEx International rates to the manufacturer will cost about \$80-\$120 USD.
2. Otherwise you can take the wig to a local salon for assessment and adjustment.

**AURA Wigs does warranty all AURA Custom and stock wigs for manufacturer defects for the first 6 months.** The warranty applies ONLY in the case of an obvious manufacturer's defect, such as excessive shedding, etc. The warranty does not cover damage caused by misuse of customers or hairdressers. Examples of misuse would be wigs that have been bleached or poorly cut. Determination of eligibility for the warranty is solely at AURA's discretion.

## IMAGES AND COLORS

### PHOTOS OF MERCHANDISE:

Many of the photos shown are provided by the manufacturer and may appear different than the actual item. Most of the wigs shown have been professionally cut and styled for the individual models wearing them. The majority of wigs are sold as uncut and un-styled unless specified otherwise. Even items listed as ready-to-wear out-of-the-box may need some cutting and/or styling to suite the individual buyer.

### COLOR APPEARANCE:

Actual hair color will look different depending on the type and amount of natural and/or artificial light in which it is viewed. Photographers use lighting that is brighter than normal. Camera settings can change the appearance of hair in a photograph from one extreme to another. Wig colors can also vary from one manufacturer to another – even from one wig to another. We try to mimic the natural colors as best we can for Web use. Still, hues may vary depending on the calibration of the computer monitor or printer. The colors of the photos and swatches on a listing are for APPROXIMATION ONLY. We DO NOT GUARANTEE that the color of the actual wig (or hat) you purchase will match the colors on the listing.

### COLOR SELECTION:

Please notify us via email of any additional colors you would consider if your preferred color choice is not available when more than one option is listed.

## TROUBLE WITH ORDERING ONLINE

If you are having difficulty placing your order online please try the following:

Call and leave a message on our Voice Mail:

Phone: 651-690-4100 or Toll Free: 1-866-573-0663

Please leave your name, phone number, the best times to reach you, and a brief message. Mention the item/style you are calling about. Include the color you want and/or the colors you have worn before.

We will call you back to help you complete your order as quickly as possible.

Or contact us by e-mail at [savvyonline@gmail.com](mailto:savvyonline@gmail.com).

You can also use our [Fax/Mail Order Form](#) (Acrobat PDF). Just print it, fill it out and fax it to 651-690-4100. (Please call the number first so we can turn on the fax.) Or mail it to: Savvy Sheitels, 1747 Ford Parkway, St Paul, MN 55116 USA.

Please make out your Cashier's Check or Money Order to: SAVVY SHEITELS. Canadian and other international orders must be paid in US funds.

## WIG REPAIR SERVICES

Not all Wigs can be repaired. A professional wig maker and/or stylist will inspect your wig to determine if it can be repaired. If the item can be repaired, you will be advised of the cost of repair. You must authorize and pay for the repair in advance. There is no charge for the inspection. To send an item to us for repair or alteration, [contact Savvy Sheitels](#) with your request.

A repair service is NOT a promise to replace the wig with a new wig or any other item. If the wig cannot be repaired, it will be returned to you.

When sending items for repair or alteration, always use a reliable shipping service with delivery

confirmation or tracking and insurance equal to the purchase price of the item. You may email or call us with the delivery confirmation number for your package. We recommend you do this as soon as the item is shipped. We accept no responsibility for the shipment of items sent to us. If there is a problem with the shipment, you should contact the shipping service directly.

## **ADDITIONAL INFORMATION**

### **FRAUD PROTECTION PROGRAM:**

As part of our order processing procedures, we screen all received orders for fraud or other types of unauthorized or illegal activity. We reserve the right to refuse to process an order due to suspected fraud or unauthorized or illegal activity. If such is the case, we may reject your order or our Customer Service department may call you at the phone number you provided to confirm your order. We also reserve the right to cancel any accounts or refuse to ship to certain addresses due to suspected fraud or unauthorized or illegal activity. We take these measures to protect our customers as well as ourselves from fraud or other unauthorized or illegal activity.

### **CREDIT CARD CHARGEBACKS/DISPUTES:**

If you feel that you have somehow been billed incorrectly or there was a problem with your order, we encourage you to contact us first. We take theft of our merchandise very seriously. If you place a chargeback with your credit card company (on purpose or by mistake) for an order that you placed and received, there will be a \$75.00 research fee charged to your account upon reversal of the chargeback by our merchant provider to cover our investigative expenses proving that you did make the purchase and that you did receive it.

### **COMMENTS, FEEDBACK, AND OTHER SUBMISSIONS:**

Savvy Sheitels welcomes your comments and feedback regarding this Web site, and Savvy Sheitels products and services. Any information, materials, suggestions, ideas or comments sent to Savvy Sheitels will not be treated as confidential, proprietary or trade secret information and, by submitting such information, you are granting Savvy Sheitels an irrevocable and unrestricted license to use, modify, reproduce, transmit, display and distribute such information for any purpose whatsoever.

### **TYPOGRAPHICAL ERRORS:**

Prices, images and specifications are subject to change without notice. We do our best to be accurate, but occasionally mistakes may occur. Savvy Sheitels is not responsible for typographical errors, incorrect images, product descriptions and specifications. In the event a product is listed at an incorrect price, Savvy Sheitels shall have the right to refuse or cancel any orders placed.

### **INDEMNIFICATION:**

You agree to indemnify, defend, and hold harmless Savvy Sheitels, its officers, directors, employees, agents, licensors and suppliers (collectively the "Service Providers") from and against all losses, expenses, damages and costs, including reasonable attorneys' fees, resulting from any violation of these terms and conditions or any activity related to your account (including negligent or wrongful conduct) by you or any other person accessing the site using your Internet account.

**Savvy Sheitels reserves the right to make changes to its Web site and these disclaimers, terms and conditions at any time.**

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*This information is a matter of record with the Better Business Bureau and our Merchant Credit Card Service provider.*