

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.