

Return Policy

At **LuxeHair by Jummy**, we take pride in providing premium-quality hair products. Due to hygiene reasons, we can only accept returns that meet the conditions below.

Hair Extensions

Hair extensions are eligible for return or exchange only if:

- They are unopened, unused, and in their original packaging.
- The packaging, security ties, and seals remain intact.
- The hair has not been removed from the packaging, brushed, washed, coloured, cut, worn, or altered in any way.

For hygiene reasons, we cannot accept returns or exchanges on hair extensions that have been opened, unpacked, or used.

Wigs

Wigs are eligible for return or exchange only if they are unused, unworn, and in their original condition with all packaging intact.

Once the lace has been cut, trimmed, customised, or altered in any way, the wig is considered a final sale and is not eligible for return or exchange.

Return Timeframe

Returns must be requested within **7 days** of receiving your order. To be eligible for a return, the item must meet all of the return conditions outlined in this policy.

Non-Returnable Items

- Hair extensions that have been unpacked, opened, or used.
- Wigs with the lace cut, trimmed, or altered.
- Products that have been washed, coloured, bleached, chemically treated, cut, or otherwise modified.
- Sale, clearance, promotional, or custom-made items.

Faulty or Incorrect Items

If you receive a faulty, damaged, or incorrect item, please contact us within **48 hours** of delivery with your order number and clear photos of the issue. We will assess your claim and provide an appropriate resolution.

Return Shipping

Customers are responsible for the cost of return shipping unless the item is faulty, damaged, or supplied incorrectly.