

Luxehair by Jummy

Refund & Returns Policy

Effective Date: 13 May 2026

At [Luxehair by Jummy](#), we take pride in providing high-quality hair products and professional services. Due to the nature of our products and services, please read our refund and return policy carefully before making a purchase or booking an appointment.

1. Hair Extensions, Wigs & Hair Product Purchases

For hygiene reasons, we do not offer refunds or exchanges on:

- Wigs
- Hair extensions
- Bundles
- Closures
- Frontals
- Custom-made units
- Sale items

unless the item is proven to be faulty or incorrect.

To be eligible for a return or exchange:

- The item must be unused, unworn, unwashed, and in its original packaging
- The security ties, tags, and packaging must remain intact
- You must contact us within 48 hours of receiving your order

We reserve the right to refuse returns that do not meet these conditions.

2. Hair Services & Appointments

Booking fees and deposits are non-refundable.

Deposits secure your appointment slot and cover preparation time, scheduling, and administration.

If you need to reschedule:

- Please provide at least 24 hours' notice
- One reschedule may be permitted at management discretion

Failure to attend your appointment or cancellations within 24 hours may result in loss of deposit.

3. Service Satisfaction

We strive to provide quality service and client satisfaction. If you have concerns regarding your installation or service, please contact us within 48 hours of your appointment.

We may offer reasonable adjustments where appropriate. Refunds are not provided for:

- Change of mind
- Personal preference after service completion
- Failure to follow aftercare instructions
- Issues resulting from external modifications or third-party services

4. Shipping

Shipping fees are non-refundable unless required under Australian Consumer Law.

We are not responsible for delays caused by:

- Postal carriers
- Incorrect shipping information provided by customers
- Customs or unforeseen delivery issues

5. Contact Us

For refund or return enquiries, please contact:

[Luxehair by Jummy](#)

Email: info@luxehairbyjummy.com

Alternative Email: luxehairbyjummy@gmail.com

Mobile:0421477849

Location: Adelaide