



LAYLA
SHINE YOUR BEAUTY

RETURN AND EXCHANGE POLICY

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1. If you do not feel satisfied with the hairpiece and would like a refund or an exchange, you must return it to us within 03 days from the days you receive it according to the shipping agency track.
2. In case you want to exchange other items has lower value than the previous items price. We will minus the different and refund to you the spare when we receive the original items.

Please note that the item must be in original factory condition (unaltered, unworn, uncut, undamaged, containing no odour or sign of wear or styling product).

The delivery fee must be covered by the sender, and you need to ensure that the returned item is appropriately covered.

FIXING & ADJUSTMENT

You have the right to request to fix the products when it does not match your initial requirements about colours, textures, knotting, etc. In this case, clients are responsible for the round-trip shipping fees.

REFUND

Refunds will be processed within 3 days since we have received the returned item. Depending on the payment method, the money will arrive at your account immediately or might take more days to wait. Kindly note that the refund is not include the shipping fee of your previous order.