

## **POSTAGE AND PAYMENT TERMS & CONDITIONS**

We accept all Visa, Master & American express cards. Goods are shipped door to door (Aramex) or your nearest Postnet at a cost of R 100.00. All neighbouring countries or international goods to be shipped to our clients from South Africa, the courier prices will vary and will be available on request. Orders will be processed once payment has been received. Delivery time will vary depending on stock availability.

Orders can take between 2 – 4 weeks or in some cases a few days. If your preferred style is on backorder we will notify you. We do our best to keep the most popular styles & colours in stock, however we are unfortunately unable to carry stock of all items, some items need to be imported from our suppliers overseas.

Before you place your online order feel free to contact us via phone, email or whatsapp for us to help in any way. All wig purchases will include a free wig care kit. Insurance on your parcel is optional All prices are subject to change.

## **CONDITIONS OF RETURN**

No refunds and return of goods will only be considered under strict conditions. These exchanges can be negotiated with management but will be at the discretion of D'or Wigs.

1. Goods that are accepted for return must be returned in the same condition they were shipped – all labels and tags attached.
2. Handling & Postage fees will apply.
3. Goods must be accompanied by a copy of the relevant sales invoice.
4. No returns can be accepted for special order items as these are imported and cannot be returned.
5. All our items are subject to strict quality control and are of the highest quality, please inspect your merchandise upon receipt, if there are any concerns please contact us.
6. D'or Wigs will not be responsible for delays or lost items due to acts or events outside of our reasonable control. Please note all shipments have tracking numbers and these will be forwarded upon request.

## **PRIVACY POLICY**

We are committed to protecting your privacy, if you have any questions or concerns regarding our privacy policy please send us an email or message.

## **PAYMENT & PRICING**

1. All transactions are in South African rands and include VAT.
2. Prices shown on the site are subject to change.
3. All credit cards & bank details are confidential and comply with international standards.
4. The merchant (D'or Wigs) does not have access to banking or credit card details.