

POLICY

Privacy Policy

Protecting your privacy is always our top priority. Beyonce Hair Extensions is committed to safeguarding your privacy during and after your orders are processed. Our payment servers are hosted by certified PCI DSS compliant service provider to protect your credit card data. Beyonce Hair Extensions will not disclose or pass on individual information to any outside organizations without customer's request or consent. This policy will protect your name, gender, date of birth, e-mail address, mailing address, shipping address, phone number(s), credit card information and et cetera. Only Beyonce Hair Extensions may use your contact information to send important messages, or marketing or promotional items and literatures. If you do not wish to receive any marketing or promotional items and literatures, please notify Beyonce Hair Extensions Customer Service.

APPLICABLE LAWS

This Site is serviced by Beyonce Hair Extensions in Christchurch, New Zealand. We make no representation that materials on the Site are appropriate or available for use in locations outside New Zealand, and does not authorise access to them from territories where their contents are illegal or prohibited.

THIRD PARTIES

Beyonce Hair Extensions is not responsible for the actions, statements or activities of any other website or service, even if this service is referenced, mentioned or linked to from the Beyonce Hair Extensions website.

DISCLAIMER AND WARRANTIES

Beyonce Hair Extensions provides this site on an as-is basis and makes no representations of any kind for the operation of the web site, as well as for all information, products, materials and services as associated. To the extent of permissible law, we disclaim all warranties and representations. Beyonce Hair extensions does not warrant that any information available on the Beyonce Hair Extensions website is accurate, current or complete.

Beyonce Hair Extensions is not liable in any way for any damages arising from the use of this site. This limitation of liability applies to damages of any kind, including direct, indirect and incidental, loss of income, profit, data, property and claims by third parties.

Beyonce Hair Extensions makes no warranty that the site will meet your

requirements. The site will be uninterrupted, timely, secure or free of errors. The quality of products will meet or match your expectations any software

Delivery

Within New Zealand – 1-3 days (Courier Post) Australia – 4 days (DHL)
Rest of the world – within 14 days (DHL)

Some larger items may also incur an extra delivery charge. Delivery times will vary depending on your location. We aim to get your order to you within 3 working days, however some remote and rural areas may take a little longer

International Shipping Rates (NZD) All purchases are billed in NZD

Pricing is based on the value & size of your parcel and starts at \$30 per item. Please email us and we will let you know the exact amount of shipping to pay.

International customers will be responsible for paying any duties or taxes relevant to their country of residence.

Returns and Cancellations

For Health and Hygiene reasons human hair is non-returnable once it has been opened. If packet is new and unopened we will accept back in stock. All other items not required must be returned within 14 days, in perfect unused condition, with labels and packaging unopened, a refund will be given. Postage must be paid for by customer and is non-refundable. All items sold are intended for Professional Use. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct or consequential arising out of the use of, or the inability to use the product. Before using, user shall determine the suitability of the product for his intended use, and user assumes all risk and liability whatsoever in connection therewith. Always do a test hair extension, two weeks prior to full install, and then do a test removal (patch test) for all products before use. Do not use any product if client is allergic to any ingredient. Never attempt to colour, bleach, tint or dye human hair extensions as the chemicals in the extensions may not be compatible with the chemicals in the treatment solution and damage to the extensions and bonds may occur. Professional Colourists should patch test hair before processing it to establish chemical compatibility and result. We recommend you always use our Specialist Shampoo, Conditioner and Daily

Spray-In especially for human and profibre hair extensions. Never, ever use commercial shampoos, treatments, sprays, serums, lotions or conditioners of any nature on hair extensions, as these sometimes contain chemicals that can have an adverse effect on your extensions and dry them out. By using the correct Specialist Hair Extension Products you are caring for your extensions correctly. All our products are intended for use by Trained Hair Extension Professionals.

Returns Address: Beyonce Hair Extensions, (RETURNS) 464a Papanui Road, Christchurch, 8053

Please note: Postage will be charged for all returns and exchanges except quality issues. We ARE NOT liable for any responsibility for returned goods sent back. For your own

protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

Please make sure to include a copy of the original invoice/receipt that has the order number on and put a brief note for return reason. It may delay your refund/exchange process if you do not include them.

Our Rights as a Supplier

We reserve the right to change prices and information at any time and without notice throughout this website.