Strut Hair Solutions

STRUT CARE GUIDE

STORE \ REFUND POLICIES

All Sales are Final.

Due to the hygienic, and wearable nature of our products to maintain the highest standards of quality and hygiene, all sales are final! **Items that have been taken out of the store, worn, or altered for you cannot be returned or exchanged and are a final sale.**

Special Order Terms: Order cancellations or special order exchanges, there is a handling fee of $65 for synthetic and $200 for human hairpieces (This covers credit card processing fees/staff costs).
Any exchange difference will be given as store credit or credit card handling fee will apply.

You have 30 days after the order is received to make an exchange or pick up your order as the item may become discontinued or the price may change. *If an order is not picked up within 30 days, it will be considered forfeited, may be returned to stock, or donated.* Once your order is ready for pickup, you will receive a notification via text message or email. **It is the client's responsibility to pick up their order. We are not responsible for providing multiple follow-ups.** If you are not feeling well, we can always mail it for $25.

All Services: Related to color, cutting, or alterations must be paid in full prior to the service, and all payments are non-refundable. While we strive to deliver the highest quality in alterations, coloring, perms, and cutting services, please understand that certain outcomes may be beyond our control.
For coloring services, there is a risk that color may stain the base of the wig, which is considered an acceptable outcome by the client. We cannot guarantee exact color results, and by proceeding, the client acknowledges and accepts this risk.
For cutting services, we will follow the client's specifications, but if modifications are requested beyond our professional recommendations, Strut Hair Solutions is not liable for the final outcome or any dissatisfaction. **Services performed are considered a final sale, with no refunds or exchanges once the work is completed.**

Manufacturer Warranty: Strut stands behind our products! Our manufactures warranty our products from manufacture defects for 30 days from pick up (most defects occur in the first 30 days). There is no warranty for hair that has been cut, colored, permed, or the cap has been altered in any way. User error or misuse of the products, ripped/torn lace, or heat damage of any kind is considered a user error. No Guarantees on Longevity - this varies based on lifestyle, frequency of wear, and maintenance routine. Please be careful with your new hair, we are not responsible if you damage your hair.

We encourage clients to take their time during the selection process. Our goal is to help you feel confident, beautiful, and strutting out with ease in your new hair.