

**For confirmation of Current Returns Policy visit [www.gogirlhairextensions.com.au](http://www.gogirlhairextensions.com.au). Current Returns Policy is effective from date of purchases. Hard copies will be supplied upon request with Invoice or can be printed directly from the website.**

**Pre-bonded** - Go Girl Hair Extensions (GGHE) suggest washing hair extensions with ties in place to ensure happiness with quality. GGHE do not accept liability after hair has been inserted into your own or client's hair and ties removed. Once extensions are inserted into your own or client's hair, this is confirmation of your acceptance of the quality, colour match and bonds.

**London Tape (Fine Hair Strips)** – GGHE do not accept liability after hair has been inserted into your own or client's hair and backing tape removed. Once fine hair strips are inserted into your own or client's hair, this is confirmation of your acceptance of the quality, colour match and tape.

Go Girl Hair Extensions do not accept liability if you choose to chemically process the hair extensions or hair strips which includes dying, bleaching, toning or perming. For customer satisfaction we check quality for softness and silkiness of extensions and hair strips prior to dispatching. We do provide ongoing advice on extension care and maintenance to approved Hair and/or Beauty Salons registered with Go Girl Hair Extensions.

We will replace extensions or hair strips if notified and returned within 5 working days from date of invoice, should quality be proven to be faulty **prior** to insertion into your own or client's hair and upon examination that none of the above treatment procedures have taken place.

**Important Note** - GGHE Human Hair Extensions are sold with the understanding that all human hair extensions will be inserted and maintained by the purchaser. We will not accept any liability, when without prior written permission and agreement from GGHE, for the purchaser to sell unopened packets and/or unused human hair extensions to any other persons.

**Clip In Human or Synthetic Hair Pieces** are non-refundable & cannot be exchanged once inserted into your own or client's hair for health reasons. However, we will replace Clip In Human Hair or Synthetic Pieces should quality be proven to be faulty upon examination and if notified and returned within 5 working days from date of invoice.

Whilst Go Girl Hair Extensions make every effort to ensure colour match of hair extensions, hair strips and clip in hairpieces, *slight* variations in colour may exist in *minor* instances which is beyond our control and globally experienced from time to time by most suppliers.

Please only choose colours using the **Go Girl Colour Ring**. We do not accept liability for incorrect colour matching for orders using any other Colour Rings or any colour charts.

***PLEASE CONTACT GO GIRL HAIR EXTENSIONS***

***FOR ONGOING ADVICE AND SUPPORT TO YOUR SALON***

***PH: 1300 765 225***

Overnight working day delivery (excluding remote/country areas). Please make note of public holidays in your area.

Orders/Payment received by 12noon E.S.T. will be dispatched same working day and should be received the next working day if a major city district (conditions below applied). Refer below for freight charges

Note: Whilst Go Girl Hair Extensions highest priority is to provide overnight delivery, please note, in instances of natural disasters or severe weather/road conditions minor delays may be experienced which are beyond our control.

Go Girl Hair Extensions conveniently ensure delivery direct to your salon or provided street address via our nominated Courier Service. Please ensure at time of ordering you supply a physical street address for prompt delivery. A signature is required by our Courier Service for successful delivery of your package so please ensure persons are available to sign for the package between working hours.

**Important Note:** We do not deliver to Post Office Boxes or via Australia Post as our service is traceable direct to your salon.

For dispatching efficiency, please advise Head Office of working days your Salon is closed ie. Monday

**Orders Received Online (Website) 9am-12 noon work days E.S.T.:**

Flat Rate Only: 1 -5 Kilo Freight \$15.00 (\$13.64 + \$1.36 GST) - Australia Only

**Orders Received via Head Office (PH: 1300 765 225) 9am-12noon work days E.S.T.:**

1 Kilo Freight \$10.00 (\$9.09 + \$0.91 GST) - Australia Only

3 Kilo Freight \$12.00 (\$10.91 + \$1.09 GST) - Australia Only

5 Kilo Freight \$15.00 (\$13.64 + \$1.36 GST) - Australia Only

**Orders Received via Head Office (Ph: 1300 765 225) 12noon-2pm work days E.S.T.:**

1 Kilo Freight Only \$16.00 (\$14.55 + \$1.45 GST) - Australia Only

International orders also couriered with tracking efficiency for guaranteed and prompt delivery.

International Freight cost to be advised.

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