



Hot Heads™ Customer Return Policy

Defective HotHeads™ brand hair is found very infrequently. However, should you find that your HotHeads™ extensions are not up to your standards, please follow these guidelines to assure a seamless return and replacement:

***IF YOU DECIDE TO ALTER THE HAIR OR TABS IN ANY WAY, CUT THE TABS, COLOR, TONE OR LIGHTEN THE HAIR, APPLY HEAT FROM A FLAT IRON OR ANY TYPE OF HEAT TO THE TABS, THE HAIR IS NOT RETURNABLE. *WARRANTY IS VOIDED*. Beauty Solutions cannot take back returns OUTSIDE OF A 30 DAY PURCHASE DATE. Your warranty is voided after 30 days of purchasing the hair. Example: Purchase date 01/01 - Non-returnable on 01/31.**

Defective Hair – Prior to being placed on the clients head.

1. If the hair is defective upon opening the packet, **do not proceed with applying the extensions on the client.**
2. **Beauty Solutions cannot take back returns OUTSIDE OF A 30 DAY PURCHASE DATE. Your warranty is voided after 30 days of purchasing the hair. Example: Purchase date 01/01 - Non-returnable on 01/31.**
3. Repack the hair in the original packet and notify Beauty Solutions **IMMEDIATELY** at 888-973-7546 **Ext. 108.**
4. The Returns Dept. will ship your new hair (same as previously chosen) to you right away. You will not pay for the new hair until the hair you are returning has been evaluated. You will return the alleged defective hair to us by way of “call tag” issued and included in the clear sleeve of the new package of your new hair shipment.
5. Your account will be credited for the defective product if the evaluation concludes it was defective.
6. There will be no shipping charges on replacement orders for defective product.
7. If the hair is found **NOT** to be defective, there will be a 15% restock fee applied to your account + the \$11.50 cost of shipping the hair back out to you.
8. **Important Note:** Blondes that turn pink, orange or darken are not the result of defective hair. This occurs when minerals from hard water, i.e. river, ocean or spa water, etc., or color from colored products or oils deposit on the hair. Blondes never fade to pink, orange or brown which is a result of exterior factors and voids the warranty.

Defective Hair – After it has been placed on the client.

1. **Beauty Solutions will only warranty hair that has been placed on your client if the stylist and the client has signed the Extension Home Care Form. 90% OF THE HAIR IS REQUIRED FOR CONSIDERATION OF A CLAIM.**
 - 18 Strips for a 20 pack of hair from the same package of returning hair.
 - 11 Strips for a 12 pack of hair from the same package of returning hair.
2. **Beauty Solutions cannot take back returns OUTSIDE OF A 30 DAY PURCHASE DATE. Your warranty is voided after 30 days of purchasing the hair. Example: Purchase date 01/01 - Non-returnable on 01/31.**
3. You must have two credit cards on file on your Beauty Solutions account.
4. If the client has taken proper care of the hair and you feel it is defective, remove the **clean** hair from the clients head. Attach the tabs to a piece of foil or card board like it was in the original package so that it does not become tangled. **The returning hair must be clean.**

5. Detailed information will be needed regarding the concerns with the hair. Complete the **HOTHEADS CLAIM form** acknowledging the terms of reshipment along with the signed **EXTENSION HOME CARE form** (signed at time of service application). **Email both forms to returns@beautysolutions.com**
6. Replacement hair will be shipped out at no charge pending evaluation after both mandatory forms have been signed and have been received. There will be a return tag shipped in the sleeve on the outside of the box of your replacement hair. In order to avoid being charged for the replacement hair, you will need to send the defective hair back within **72 hours** of receiving the replacement hair.
7. Your sales consultant will not be able to pick up the defective hair and send it back.
8. Once the hair has been received at Beauty Solutions, it will be inspected and shipped to Hot Heads™ for evaluation.
9. Once Hot Heads™ evaluates the hair, they will determine if the hair is defective.
10. If Hot Heads™ issues a credit; your account will NOT be charged for the replacement hair that was shipped. If the hair was not defective your account WILL BE charged for the replacement hair per your signed acknowledgement on the HOTHEADS CLAIM FORM and you will be sent back the original purchase.
11. This process can take from six to eight weeks.
12. Hair that is being returned can only be exchanged for the exact same hair that was originally purchased. (Same color & length). **We cannot issue a credit to the account. Exchanges only.**

Buyer's Remorse or Color Choice Issues

1. Beauty Solutions will only take back unopened packages of hair that are in like new condition as it has to be resold to another client.
2. The return must be initiated within **7 days of receipt of goods** and is subject to a 15% restock fee plus the cost of shipping.
3. Credits are applied to your Beauty Solutions account only, no refunds to credit cards.
4. RMA # is required prior to shipping the hair back to Beauty Solutions. Please contact your Salon Consultant directly or call 888-973-7546 X 108 and request our RMA Specialist.

NOTE: Hotheads has a very low defective rate. Most of the time it's found that the client was not taking proper care of the hair or the client is surprised that the hair doesn't feel exactly like their own hair and thinks it's defective. HotHeads are real hair and as such there are no two packs that will be the same texture. You will notice a slight variation from pack to pack in the condition of the hair. Please make sure you are educating your clients.

Other things your client should know:

- Don't use a flat iron or any type of iron on the tape tab. Voids warranty
- Don't use an aerosol hairspray anywhere near the tabs. They have alcohol in them and will loosen them.
- Use sulfate and paraben free products.
- The texture of the hair will change once it's been shampooed.
- Your clients need to wait 72 hours after they have had the extensions installed before getting the hair wet.