

## **RETURNS, CANCELLATION and REFUND POLICIES**

### **RETURNS POLICY**

[shopkyko.com](http://shopkyko.com) aim to provide you with an exceptional shopping experience but if you are unfortunately not satisfied with your purchase and wish to return it please ensure the following conditions have been met before you send your item off to us.

#### **Returnable and non-returnable items**

All items must be returned in its original packaging and in a saleable condition. We unfortunately cannot accept items where the original packaging has been destroyed, tampered with or damaged. We also are unable to accept returns that have been used, worn or altered in any way, through, but not limited to the following: brushing, combing, dyeing or spraying. We will not accept returns that have been damaged from contact with, but not limited to, the following odours: cigarettes, perfumes, shampoos or essential oils. Our products have been carefully packaged to prevent breakage, tangling or damage while still allowing for close examination prior to being unpacked or opened.

We are unable to accept returns

on the following items where the packaging has been opened, damaged or tampered with:

- all wigs,
- all hair extensions,
- silicone lined nano and micro ring beads, wig stands, mannequin heads, nano and micro ring pliers;

and

on all the following products whether or not the packaging has been opened, damaged or tampered with:

- all clip or tape-in hair extensions, ponytails, fringes,
- all bridal hair accessories, chemotherapy, alopecia and sleeping hats, elastic bands and hair nets,
- all wig caps, hair brushes, hair combs, pulling needles, travel bags,
- all trade and bulk purchases
- all discounted items, clearance and discounted items

#### **Faulty or defective items**

Where a confirmed manufacturing fault or defect exists an exchange or refund will be offered on the faulty item provided the item is returned within the first seven (7) days of receipt. Please ensure that the item being returned as a result of a confirmed manufacturing fault or defect has not been used or altered in any way and is returned in its original packaging and within the time specified. Please note due to the nature of certain products, colours, sizes and textures may vary slightly. These variations within themselves does not necessarily represent an actual fault or defect with that particular product.

We recommend that you firstly contact us either by telephone or e-mail prior to returning any item both where a manufacturing fault or defect has been suspected or for any other reason.

If the returned item has been altered in any way, we reserve the right to reject the return and/or refund an amount less than the full purchase price paid. You will be notified by e-mail where a return has been rejected or where the refund is less than the original amount paid.

#### **Returns general**

If the returned item has been altered in any way, we reserve the right to reject the return and/or refund an amount less than the full purchase price of the item. You will be notified by e-mail where a return has been rejected or where the refund is less than the original amount paid.

We recommend the use of Royal Mail Recorded Delivery Service for all returns. We cannot accept responsibility for returns that have become lost or stolen. A refund will not be given where an item has become lost in the postal system or where the returned item is untraceable.

Please ensure your item(s) is carefully labelled with the correct RETURNS address. Please refer to the CONTACT section for further details. An e-mail confirmation will be sent once your returned item has been received. It is essential that a clearly written and valid e-mail address be included with your returned item.

Please contact us if you are unclear whether or not your purchase falls within our Returns, Refund or Cancellation policy.

All returns must be made within five (5) days of receipt for non-faulty items and seven (7) days of receipt for confirmed faulty or defective items. Please ensure all relevant returns policies applicable to your purchase is complied with.

Our Cancellation and Returns policies does not apply to stock clearance, wholesale and discounted items.

Certain products have been excluded from our Returns and Cancellation policies due to hygiene reasons. Please refer to the 'Returns and Cancellation' section for a list of all our excluded products.

If you return an item to us where there is no confirmed fault or defect a refund may not be payable. If a refund is discretionally agreed the amount paid will exclude all relevant packaging and postage charges.

Proof of purchase will be required, complete with the payee's name where a refund is being requested after a confirmed valid return. Where an exchange is being requested additional postage and packaging charges will apply.

The images used on the [shopkyko.com](http://shopkyko.com) website are mainly for reference purposes only and so actual products may vary slightly in appearance.

Please e-mail us if you are unsure about any of the information contained in our Returns policy.

### **CANCELLATION POLICY**

While our aim is to offer you the best possible service at all times, we understand there may be the rare occasion where you may wish to cancel an item and as such we will do our best to ensure that your cancellation request is processed as quickly as possible.

Where your purchase falls within our Returns policy a cancellation may be possible. If you wish to cancel a purchase that has not yet been dispatched, please contact us firstly by telephone (see our CONTACT page for details). We will aim to assist you with your cancellation providing the order has not already been dispatched. Where the order has already been dispatched our Returns policy becomes applicable.

For hygiene purposes our Cancellation and Returns policies does not apply to the following products where the original packaging has been opened, damaged or tampered with:

- on all wigs,
- on all hair extensions,
- on silicone lined nano and micro ring beads, wig stands, mannequin heads, nano and micro ring pliers;

and

on all the following products whether or not the packaging has been opened, damaged or tampered with:

- all clip or tape-in hair extensions, ponytails, fringes,
- all bridal hair accessories, chemo scarves and hats, elastic bands and hair nets,
- all wig caps, hair brushes, hair combs, pulling needles, travel bags,
- trade and bulk orders
- clearance and discounted items

### **REFUNDS POLICY**

All refunds are subject to our Returns and Cancellation policies and are at the discretion of [shopkyko.com](http://shopkyko.com). Refunds will only be made using the original method of payment used at the time of purchase and to the individual or organisation making the original purchase. Where a refund has been deemed payable, payment will be processed within 3 working days of the refund request being confirmed. We will not make payments where proof of purchase cannot be provided, where the person or organisation named on the original purchase differs from the person or organisation seeking the refund and where the refund is being requested in a payment method or on a payment card that is different from the payment method or card that was originally used.

Your statutory rights remain unaffected.