



Terms & Conditions

- 1) We will provide 'one to one' support to the client's needs in a private environment.
- 2) Provide a full complimentary consultation without any commitment. This allows you time to discuss options with friends, family or loved ones before committing to the product, this also allows time to digest information and time to consider your own research if needed.
- 3) We will give provide full costings before you make your decision, this transparency is key as we explore many avenues to gain information to achieve your desired look.
- 4) We endeavour to do the best we possibly can to satisfy your needs, requirement and manage your expectations. If you are not completely satisfied please get in touch within 24 hours of collecting your Wig/Hairpiece and we will endeavour to answer and change the requirement with immediate effect as best as we can.
- 5) Please allow 1 - 2 hours for fitting to make sure everything is 100% when the Wig/Hairpiece is completed. We always guarantee a perfect fit.

Please be aware that Wigs, Extensions & Hairpieces cannot be exchanged or refunded for Health and Safety reasons unless faulty. All faulty items will need to be returned to the manufacturer.

The process can take up to 16 weeks for a response due to COVID-19, once deemed faulty a full refund will be credited.

We can only offer replacements, exchanges or repairs on products, this is inline with our company T&C.

Any complaints regarding products must be done in writing within 24hrs of having received the product.

We do not offer monetary refunds except on faulty items once verified by the manufacturer.

If you are not satisfied with your Wig/Hairpiece, please write to us via email at info@thewigandhairclinictaunton.com and we will process your claim.

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www.thewigandhairclinictaunton.com