

THE *Firas* COLLECTION

At The Firas Collection, we are committed to providing premium-quality human hair extensions while upholding the highest standards of hygiene, quality control, and customer satisfaction. To maintain the integrity of our products and ensure fairness to all customers, we have implemented the following Return, Exchange, and Refund Policy.

By completing a purchase, you acknowledge and agree to the terms outlined below.

Return & Exchange Eligibility

- **30-Day Return Window:** Returns, exchanges, and refunds are eligible only within **30 days of the delivery date**. After this period, products are ineligible for return, exchange, or refund.
 - **Inspection Upon Receipt:** We highly recommend inspecting your products immediately upon receipt while still in their original packaging and with the blue or black plastic tag intact. This tag serves as a proof of the product's unused condition.
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Quality Exchanges

At The Firas Collection, we stand by the quality of our products. Should you encounter any **quality-related issues**, we are more than happy to assist with an exchange. To qualify for a quality exchange, the following criteria must be met:

- **Exchange Eligibility:** A quality-related exchange can only be processed **within 30 days of receiving your order** and must be requested **before the product is used, washed, or altered**.
- **Quality Issue:** The issue must be related to **defective or damaged products**, such as tangling, shedding, or discoloration upon receipt. Any concerns related to quality should be promptly addressed by contacting our Customer Support team at firashair@gmail.com.
- **Inspection & Documentation:** We require that you send **clear photos** or **videos** of the issue for proper assessment and approval of the exchange. In cases of defects, we will arrange for a **direct exchange** of the same product.
- **Shipping Costs:** For approved quality exchanges, **The Firas Collection** will cover the **cost of return shipping** and send a replacement product at no additional cost to you.

Please Note: Products that do not meet the criteria for quality-related exchanges will be considered ineligible for return or exchange under our standard policies.

Product Integrity & Final Sale Criteria

Due to the nature of human hair extensions and the importance of hygiene, once a product has been removed from its original packaging or altered in any way, it cannot be returned, exchanged, or refunded.

The following actions will render your order final sale:

- **Plastic Security Tag Removed:** If the plastic security tag has been detached, the item is no longer eligible for return.
- **Product Alteration:** Any washing, coloring, heat styling, or other modifications to the hair.
- **Unrolling or Installation:** If the hair has been unrolled from its original weft or installed in any capacity.
- **Excessive Handling or Storage Issues:** Products exhibiting tangling, matting, or frizz due to improper handling or storage..

Once an item is classified as **final sale**, it cannot be returned, exchanged, or refunded under any circumstances.

Hygiene & Sanitation

Human hair extensions are considered **hygiene-sensitive products**. For the safety and satisfaction of all customers:

- **Used or Altered Products Cannot Be Restocked:** Any item exhibiting signs of use or tampering cannot be **resold or restocked** due to hygiene concerns.
- **Quality Control Inspection for Returns:** All returned products undergo a thorough **quality control inspection** to verify eligibility before any refund or exchange is processed.

To ensure eligibility, we encourage customers to **inspect their order upon delivery** before opening the packaging or handling the product.

Order Modifications, Returns & Refunds

By placing an order with The Firas Collection (www.thefirascollection.com), you agree to the following terms:

1. Order Modifications

- Modifications are subject to approval and must align with our internal policies.
- Approved modifications may result in additional processing time or charges.

2. Returns & Exchanges

- A return or exchange can only be processed if the product is physically received by **The Firas Collection** in accordance with the **return eligibility criteria**.
- Items that have been removed from packaging, used, or altered are **final sale** and cannot be returned or exchanged.

3. Refund Processing Timeline

- Once a return is received and inspected, it will be **processed within 7-10 business days** from the date of return delivery.
- Refunds are issued **approximately 3-14 business days** after the return has been processed, depending on **our payment processor and your bank's processing time**.

To facilitate a smooth return process, we recommend providing a **tracking number** to our Customer Support team at firashair@gmail.com when shipping a return

Chargeback Claims & Fraud Prevention

Initiating a chargeback without first contacting **The Firas Collection** to resolve an issue is considered a **violation of our purchase agreement**.

Fraudulent Chargebacks & Consequence

The following scenarios may result in chargeback disputes:

- **Quality concerns** where a resolution was offered and declined.
- **Transit-related delays or damages** beyond our control.
- **Non-eligible returns** that do not meet the refund policy criteria.

We take chargeback fraud seriously. If a chargeback is filed under fraudulent or misleading circumstances, The Firas Collection reserves the right to:

- **Dispute the claim with supporting evidence** to financial institutions.
- **Pursue legal action** to recover losses associated with the chargeback.
- **Enforce contractual rights** as outlined in our legally binding purchase terms.

To ensure a fair resolution, we encourage customers to contact us at firashair@gmail.com before disputing a charge.

Customer Support

For any questions regarding our Return, Exchange, and Refund Policy, please reach out to us at:

 Email: firashair@gmail.com

 Website: www.thefirascollection.com

We appreciate your business and are committed to ensuring a seamless shopping experience.