



At The Firas Collection, we are committed to delivering your order safely and efficiently. Our shipping process is designed to ensure that your package arrives in excellent condition and within the expected timeframe. Below, we've outlined everything you need to know about our shipping procedures, estimated delivery times, and what to expect once your order has been dispatched.

Important Order Processing & Shipping Information

At The Firas Collection, we strive to fulfill each order with care and efficiency. However, during restocking events and promotional sales, order volumes may cause slight delays. We ask for your patience during these periods as we work to process and ship your order as quickly as possible.

Order Processing During Restocking & Promotions

Restocking & Promotional Sales Events:

Orders placed during restocking or promotional events may experience extended processing times due to higher-than-usual order volumes. If your order qualifies for same-day processing, it applies only to orders placed by

1:00 PM EST on the event day. Pre-order items are excluded from same-day processing.

Appointment Scheduling

We recommend scheduling your hair service appointment only after receiving a shipment notification email with your estimated delivery date. This ensures that your product arrives as expected and avoids any inconvenience from rescheduling.

Important: *The Firas Collection is not responsible for any fees or inconveniences that arise from rescheduling or canceling third-party service appointments. Please ensure that your hair service provider is aware of your expected delivery timeline.*

Shipping & Transit Delays Disclosure

While we make every effort to process and ship all orders as promptly as possible, please understand that there are external factors that may cause occasional delays, including:

- Logistics-related issues
- Manufacturing timelines
- Transit delays beyond our control

We are committed to keeping you informed. If any delays occur, we will provide updates via email to ensure that you are aware of any changes to your order's expected delivery time. Your patience and understanding are deeply appreciated as we continue working diligently to ensure your order is processed and shipped promptly.

Shipping Procedures

Order Dispatch

Once your order is processed, we will dispatch it from our facility and generate a shipping label. Active transit begins once the shipment has been scanned by our shipping partner (usually within 24–48 hours of dispatch).

Shipping Options

Disclaimer: All times provided in our Processing & Shipping Policy are approximate estimates. ¹y.

STANDARD SHIPPING	APPROX. 3-5 BUSINESS DAYS
STANDARD SHIPPING W/ INSURANCE	APPROX. 3-5 BUSINESS DAYS
PRIORITY SHIPPING	APPROX. 1-2 BUSINESS DAYS
PRIORITY SHIPPING W/ INSURANCE	APPROX. 1-2 BUSINESS DAYS
*OVERNIGHT SHIPPING	APPROX. NEXT BUSINESS DAY

IMPORTANT NOTE:

- Orders are processed in approximately 1–3 business days, then shipped using the selected method for next-business-day delivery
- During “Same-Day Shipping” promotions, eligible orders placed by the cutoff time will be processed and shipped the same day.
- During peak seasons, shipping partners may experience delays due to external factors.
- Delivery time is determined by the mail courier and depends on the shipping address provided.

¹ *Overnight Shipping does not include added insurance coverage.

Shipping Costs & Processing Fee Policy

Shipping costs on our website include a non-refundable processing fee to cover administrative expenses. If a refund is requested for shipping costs, the refunded amount will reflect the shipping charge minus the processing fee, which cannot be refunded.

International Shipping

We are proud to offer international shipping to customers worldwide. However, please be aware that international transit times may vary due to customs clearance, transportation methods, and unforeseen events such as weather or logistics disruptions.

Customs Charges

International orders may be subject to customs duties, taxes, or fees determined by your country's customs authorities. These charges are not included in the order total and are outside our control.

If customs fees are required for your order, the shipping partner (e.g., DHL, FedEx, UPS) will contact you directly with payment instructions. Failure to pay may result in the return or discard of your package. Unfortunately, we cannot issue a refund for the order or shipping costs in such cases.

By placing an international order, you agree to cover any applicable customs charges. For more information on potential fees, we recommend contacting your local customs office.

For assistance or inquiries, please reach out to us at firashair@gmail.com .
We're here to help!

Shipping Insurance

We strive to ensure every order is processed accurately and dispatched promptly. However, we understand that incidents such as damage, loss, or theft can occur during transit with our shipping partners. To provide peace of mind, we offer an optional shipment insurance feature that can be added to your order at checkout.

Key Details About Shipment Insurance:

- **Optional Coverage:** Adding insurance is entirely optional. However, by opting not to include insurance, customers accept the risks and responsibilities associated with any issues that may arise during transit.
- **Responsibility Limitations:** Our responsibility as a company extends to ensuring the order is carefully packed, shipped, and handed over to the shipping partner. Once the package is in the possession of the shipping partner, their policies and services govern transit, and responsibility transfers to the customer once the order is confirmed as delivered.

Orders With Insurance Coverage

For orders with added shipment insurance, customers will be directed to submit an insurance claim through the shipping partner (e.g., USPS, FedEx, UPS) in the event of unexpected transit issues. The decision and processes related to the claim, including approvals or denials, are entirely handled by the shipping partner.

Orders Without Insurance Coverage

Orders without shipment insurance are ineligible for refunds or replacements in the event of transit mishaps, including:

- Skipped or missing initial transit scans by the shipping partner.
- Packages with incomplete or inconsistent transit updates.
- Lost, damaged, or stolen packages.

Order Issues

Missing Tracking Updates?

In the rare instance where there are no transit updates for your order after 7 business days, we understand the concern and inconvenience this may cause. To assist in locating your package or obtaining the latest transit update, we kindly request that customers submit an official Mail Search Request through the USPS website.

Once submitted, please provide us with a screenshot or forward the response you receive to our support team via firashair@gmail.com. This collaborative effort ensures that we work together towards resolving any transit issues and ensuring the timely delivery of your order.

“Delivered” Order Not Received?

In the unfortunate event that your order status shows as “delivered” but you haven’t received it, we understand the concern and are here to work together towards a resolution.

Firstly, please note that insurance claims for orders marked as “delivered” by our shipping partners will typically be denied. However, your satisfaction is our priority, and we want to assist you in any way we can.

We recommend taking the following steps:

- **Check Around:** Sometimes packages are left in inconspicuous places or with neighbors. Double-check around your delivery location.
- **Contact Carrier:** Reach out to the carrier directly to inquire about the delivery status and any additional details they may have.
- **File a Police Report:** If you suspect theft, filing a police report can be a crucial step. Please provide us with a copy of the report, and we'll work towards a resolution together.

If a police report is filed, and a copy is submitted to our customer support team, your order may be eligible for a complimentary replacement. We're committed to ensuring your satisfaction and appreciate your cooperation as we navigate this situation together.

Responsibility for Shipment & Delivery

- **Carrier Selection:** We partner with reputable shipping carriers, including USPS, FedEx, and UPS, to deliver your orders. The choice of carrier may vary depending on your location and the specific product(s) you've ordered.
- **Third-Party Carriers:** In cases where third-party carriers are involved in the delivery process, we rely on the services and expertise of these carriers to fulfill the delivery of your orders.

We appreciate your business and are dedicated to delivering your order in a timely and secure manner. If you have any questions or concerns about your shipment, please don't hesitate to reach out to our customer service team at firashair@gmail.com.