



Quality Standards Policy

Disclaimer: *This is part of the Purchase Agreement at the time of order placement*

At The Firas Collection, we take great pride in providing premium quality human hair extensions that are thoughtfully sourced and skillfully crafted. We know every customer has unique expectations for how their extensions should look, feel, and perform. This Quality Standards Policy was created to clearly communicate what our customers can expect from each and every product we offer.

To help ensure your purchase meets your expectations, it is important to understand our Quality Standards outlined below. These details are part of your Purchase Agreement when you place an order on www.thefirascollection.com. By confirming your order, you acknowledge and agree to the information provided.

We encourage you to review this policy in full to support a smooth and satisfying shopping experience tailored to your unique hair goals.

1. Weight, Color & Texture Variation

Key Details to Remember:

- ❖ **Weight Range:** Hair extension bundles are required to meet a weight range of **90-100 grams**.
- ❖ **Weight Variation:** The exact weight within this range may vary slightly due to the texture and density of the hair.
- ❖ **Color Variation:** Color variations between bundles are natural, with a typical color reference scale of 1-4.
- ❖ **Texture Variation:** Slight texture differences may be present due to the natural quality of human hair.

Our hair extensions are sold based on **weight** and **length from the weft to the strand**, not based on identical weft length or texture. **Weight variation** is a natural occurrence because we do not guarantee exact weft length, but we do ensure the weight of the product corresponds with the product description. Hair bundles are required to meet a weight range of 90-100 grams. The exact weight within this range may vary slightly based on the texture and density of the hair, but this does not affect the overall quality or value of the product.

We use a color reference scale of **1-4** to describe the shades of our extensions, where **1** represents the darkest shade and **4** represents a lighter shade. These variations are expected and do not indicate a defect in the product. The natural texture of the hair may also show slight variation due to the unprocessed nature of the extensions, which is to be expected with high-quality human hair.

2. Product Quality & Inspection

Key Details to Remember:

- ❖ All products undergo thorough inspection before shipment.
- ❖ We recommend inspecting your order immediately to ensure it meets your expectations.
- ❖ Once used, altered, or removed from its original packaging, the product is considered a **final sale**—no returns or exchanges.

At **The Firas Collection**, we are committed to providing high-quality, **100% natural human hair** extensions. However, as each product is made from real human hair, **minor variations in texture, color, and weight** are natural and not considered defects. These differences are part of what makes each product unique, and they do not affect the overall quality of the hair.

Please inspect your order immediately upon receipt. If there are any issues, please contact us within a reasonable time. Once the product is used, altered, or removed from its original packaging, it is considered a **final sale**. This policy ensures hygiene and quality standards, as we cannot guarantee the product's integrity after it has been used. Hair extensions can be affected by various factors such as heat tools, hair products, and styling techniques.

3. Weft Length Variations

Key Details to Remember:

- ❖ **Weft length** may vary between bundles, but this does not affect the hair strand length.
- ❖ Our hair bundles are sold based on **weight** and **length from the weft to the strand**—not the exact length of the weft itself.
- ❖ We ensure the weight and length of the hair strands remain consistent with the product description.

When purchasing hair bundles from **The Firas Collection**, the **length of the weft** (the track) can vary from bundle to bundle. This happens because we pack our hair based on **weight**, not the exact length of the weft. While the **hair strand length** remains consistent, the **length of the weft** may differ slightly due to packaging variations.

Each bundle is carefully weighed to ensure you receive the correct **weight** of hair, which is the basis of our product offerings. Please note that the **weft length** is not identical across all bundles, but this will not affect the overall length of the hair strands you receive.

4. Color Variations

Key Details to Remember:

- ❖ **Natural color variations** are expected in all human hair extensions.
- ❖ **Color shades** can look different due to lighting conditions and screen settings.
- ❖ Professional styling is recommended before altering the color.

Since our extensions are made from **100% natural human hair**, **color variations** may be present in different bundles. These natural differences may include slight shifts in **tone** or **undertones**. It is important to understand that **no two bundles** are identical when it comes to color, and variations are a normal part of working with natural hair.

Additionally, **lighting conditions** and **screen settings** can cause color to appear differently on your device. What you see on your screen may not be an exact match to the hair you receive. If you plan to alter the color of your extensions, we recommend consulting with a professional stylist to ensure the best results and avoid any potential damage.

5. Curl/Wave Pattern After Washing

Key Details to Remember:

- ❖ Curly or wavy patterns may loosen after washing.
- ❖ Use heat styling tools to restore curls or waves.

For customers purchasing curly or wavy extensions, please note that the curl or wave pattern may loosen slightly after washing. This is a normal characteristic of human hair and does not affect the overall quality of the product.

To restore your desired curl or wave pattern, we recommend using heat styling tools such as curling irons or flat irons. Be sure to use a heat protectant to prevent damage. Avoid excessive heat, as overuse can lead to wear and tear on the extensions.

6. Scent Retention from Packaging

Key Details to Remember:

- ❖ A mild scent from packaging may be present but will dissipate after washing.
- ❖ If the scent persists, a clarifying shampoo can be used to remove it.

It is normal for our extensions to have a mild scent due to the packaging process. This scent is typically a result of the protective packaging used to preserve the hair's quality during shipping. The scents often come from the natural oils and light conditioning agents applied to the hair to protect it, as well as from the materials used in the packaging itself (such as plastic). This is a common occurrence with human hair extensions that are packed and stored for transportation.

The scent is harmless and temporary, typically dissipating after the first wash. However, if you find the scent lingers longer than expected, follow these steps to remove it:

1. **First Wash:** Use a gentle, sulfate-free shampoo to wash your extensions thoroughly. Sulfate-free shampoo is ideal as it cleanses without stripping the hair's natural moisture or damaging the extensions.

2. **Clarifying Shampoo:** If the scent persists, use a clarifying shampoo. A clarifying shampoo is formulated to deep-clean the hair and remove any residual oils, product build-up, or lingering smells. Apply the clarifying shampoo as you would a regular shampoo, and gently lather and rinse. Make sure not to overuse clarifying shampoo, as it can be drying if used too frequently.
3. **Conditioning:** After using a clarifying shampoo, follow up with a deep conditioner to restore moisture and shine. Since clarifying shampoos can strip natural oils from the hair, conditioning is essential to keep the hair soft and manageable.
4. **Drying:** Once the extensions are washed and conditioned, allow them to air-dry or blow-dry on a low heat setting. Avoid any high heat until the extensions are completely dry to prevent heat damage.
5. **Odor Removal Tips:** If you're sensitive to the scent, you can also try placing the extensions in a well-ventilated area or outside for a few hours before washing. Fresh air can help dissipate any residual packaging odors more quickly.

Avoid using harsh chemicals or strong-scented products, as these can damage the natural integrity of the hair and affect the quality of your extensions.

By following these steps, you can ensure your extensions smell fresh and are ready for use, without compromising the luxurious quality of the hair.

By purchasing from The Firas Collection, you acknowledge and accept that the Quality Standards outlined above are part of the Purchase Agreement. If you have any questions or concerns regarding your order, please feel free to reach out to us. We are committed to providing high-quality products and exceptional customer service to ensure you are satisfied with your purchase.

Thank you for choosing The Firas Collection. We look forward to being part of your hair transformation journey!