

Return & Refund Policy

Effective Date: July 16, 2026

At **Divine Luxury Hair Solutions**, customer satisfaction is important to us.

Returns

Due to the personal nature of our handmade haircare products, we cannot accept returns of opened or used products for health and safety reasons.

Products may be eligible for return only if they are:

- Unopened
- Unused
- In their original condition
- Returned within **14 days** of delivery

Customers are responsible for return shipping costs unless the return is due to our error.

Incorrect or Damaged Orders

If you receive the wrong product or your order arrives damaged, please contact us within **7 days** of delivery.

Please include:

- Your order number
- A description of the issue
- Clear photos of the product and packaging

If approved, we may offer:

- A replacement product
- Store credit
- A refund to the original payment method

Non-Returnable Items

The following items cannot be returned:

- Opened or used products
- Clearance or sale items
- Gift cards
- Customized or personalized products

Refunds

Approved refunds are processed to the original payment method. Processing times may vary depending on your financial institution.

Shipping charges are generally non-refundable unless the error was caused by us.