

Shipping Policy

Effective Date: July 16, 2026

Thank you for shopping with **Divine Luxury Hair Solutions**. We take pride in creating high-quality natural haircare products and carefully preparing each order for shipment.

Order Processing

- Orders are processed within **1–3 business days** after payment has been received.
- Handmade or made-to-order products may require **3–7 business days** to prepare before shipping.
- Orders are processed Monday through Friday, excluding weekends and holidays.

Once your order ships, you will receive a confirmation email containing your tracking information.

Shipping Methods

We offer standard and expedited shipping options at checkout. Shipping rates are calculated based on the package weight, destination, and selected shipping method.

Estimated delivery times begin after your order has been processed and are provided by the shipping carrier.

Shipping Address

Customers are responsible for providing a complete and accurate shipping address. We are not responsible for delays or returned packages resulting from incorrect or incomplete address information.

If a package is returned due to an incorrect address, the customer is responsible for any additional shipping charges required to resend the order.

Weather Conditions

Because our products contain natural ingredients such as butters and oils, they may soften or harden during extreme temperatures. These temporary texture changes do not affect product quality or performance.

We recommend retrieving your package as soon as possible after delivery and storing products in a cool, dry place.

Lost, Stolen, or Damaged Packages

Once an order has been accepted by the shipping carrier, delivery is outside our direct control.

If your package arrives damaged, please contact us within **48 hours** of delivery with:

- Your order number
- Photos of the damaged packaging
- Photos of the damaged product(s)

We will work with you to determine an appropriate resolution.

Please note that we are not responsible for stolen packages marked as delivered by the shipping carrier.