

# Terms & Conditions

Last updated: September 12, 2025

Welcome to Loving My Hair! By placing an order or using our website, you agree to the following terms and conditions. Please read them carefully.

## 1. Custom Orders

All of our crochet wigs are handcrafted and made to order. Because each piece is custom, slight variations in color, texture, or style may occur. We do our best to match your requested specifications.

## 2. Payments

Full payment or a non-refundable deposit (as stated at checkout) is required to begin your order. Remaining balances must be paid in full before your order ships or is picked up.

## 3. Production & Delivery

Processing and production times vary depending on style and order volume. Estimated delivery dates are provided at the time of purchase but are not guaranteed.

## 4. Returns & Exchanges

Due to the custom nature of our products, all sales are final. We do not accept returns or exchanges unless the item arrives damaged or defective. In such cases, please contact us within 48 hours of receiving your order.

## 5. Cancellations

Orders may be cancelled within 24 hours of purchase. After that time, deposits and/or payments are non-refundable.

## 6. Care & Maintenance

Proper care of your crochet wig is essential to maintain its quality. Loving My Hair is not responsible for damage caused by improper care, alteration, or misuse of the product.

## 7. Allergies & Sensitivities

Please note that materials used in our wigs may contain synthetic fibers. It is your responsibility to confirm any allergies or sensitivities before purchase.

## 8. Limitation of Liability

Loving My Hair is not liable for any indirect, incidental, or consequential damages arising from the use or misuse of our products.

## 9. Changes to Terms

We may update these Terms & Conditions at any time. Updates will be posted on this page with the revised "Last Updated" date.

## 10. Contact Us

If you have any questions about these Terms & Conditions, please email us at [Marcina@thenaturalexperience.org](mailto:Marcina@thenaturalexperience.org).