

All sales are final and there are no refunds. Due to the exclusive nature of our business and demand for our product exchanges can be made within 7 days of purchase in original packaged condition with original sales receipt. If there is a problem with your order, we must be notified within 7 days of receipt. Failure to meet this deadline will result in a void of the limited warranty.

Chemical alterations or any modifications made to the product subsequent to the sale, make all guarantees null and void. We cannot accept back any human hair that has been installed or altered, Washed, Colored, or Cut. With proper judgments, **IF** it's determined that [Luv Hair Company](#) is the party at fault, we shall refund or exchange the product at no additional cost to the customer.

Please note that Virgin Indian Remy hair is all natural and the color cannot always be guaranteed so refunds or exchanges may not be issued for dissatisfaction with the texture or color of hair.

Virgin Indian Hair is distinct and no two heads of hair is exactly alike. Our pictures are meant to give you a good idea of the texture and color. When you place an order with us, there may be a slight variation between the bundles. This is a guarantee that you are receiving unprocessed pure virgin hair.

Thank you for shopping with [KoutureHair1.com](#) Luv Hair Company