

Refunds and Exchanges Policy

At BillionHair Club, we strive to provide high-quality hair products and services to our customers. Please review our policy regarding refunds and exchanges below:

Refunds and Exchanges Policy Overview:

Due to the nature of authentic human hair, we regret to inform you that we do not offer refunds or exchanges on any used products. In addition, we do not offer refunds on completed websites. However, we will alter or modify until you are satisfied.

Shipping Information:

We offer free shipping on all hair products included in the SYSL packages from our site. Please note that since our products are sourced directly from India and China, delivery times may vary. Once your order is placed, please allow 5-10 business days for such delivery. Rush services are not available until or unless products are in the USA.

Nature of Raw Indian Hair:

Raw Indian hair is unique, and we cannot guarantee that natural textures will perfectly match your hair's texture or exactly resemble the examples shown. We do not offer exchanges based solely on texture preferences.

Defective Products:

If you or your client discover a defect due to manufacturing (such as matting or excessive shedding) within 30 days of purchase, please contact us for an exchange. However, please note that shipping fees will apply to exchanged orders, except when the hair sent in is confirmed defective.

Return Policy Statement:

BillionHair Club recognizes that purchasing hair and starting a hair business involves a significant investment. We stand by the quality of our services and virgin hair extensions. However, as we do not manufacture the hair locally in the USA, we cannot offer exchanges or refunds on hair products.

Business Focus:

We are committed to building successful hair businesses and are not in the business of accepting returns. Hair products involve inherent risks and losses, which are part of the industry. Similar to beauty supply stores, where hair products are final sale, we uphold this standard.

Custom Hair Disclaimer:

Please be aware that any custom-colored or custom-textured hair cannot be guaranteed or exchanged due to its altered nature.

New hair products will not be exchanged due to preferences related to texture, length, or color. We encourage you to leverage your expertise in the hair business to sell the products successfully.

Should you have any questions or require further clarification, please do not hesitate to reach out to our customer service team.