

Return Policy

Eligibility for Returns:

- Products must be **unused, unwashed, uncut, unworn, and unaltered**
- Items must be **odour-free**, with **tags attached**, and returned in **original packaging**
- Returns must be made **within 7 days** of receiving the product
- You must include proof of purchase

Non-Returnable Items:

- **Custom-made products**, clearance, and sale items

Tip: Always read the full product description and review available product videos before ordering.

Return Shipping Responsibility:

- Customers cover return shipping costs, including duties/taxes if applicable
- We cover return shipping costs only if the return is due to our error
- Refunds will be made to the original **payment method**, excluding shipping charges

How to Return or Exchange an Item

1. Repackage the product in its **original condition**
2. Include your name and order number
3. Use a **trackable shipping method** to ensure safe delivery
4. Ship to:

RxHair

54 Inanda Road

Hillcrest 3651

KwaZulu Natal, South Africa

Order Cancellations

If your shipment is returned due to:

- An **incorrect or incomplete address**
- **Refusal to accept delivery**
- **Cancellation after 24 hours** of order placement

A **20% cancellation fee** will be charged to cover handling and administrative costs.

Backorders

Items temporarily out of stock but available for purchase are placed on **priority waitlists**.

- You will be notified via email with **estimated delivery times**
- As soon as stock arrives, your order will be shipped immediately

Policy Updates

We reserve the right to update or modify these policies at any time.
Please revisit this page regularly for the latest information.

Questions? We're Here to Help

If you have questions about your return or exchange, please contact us:

Address: 54 Inanda Road, Hillcrest, 3651, KwaZulu Natal

Phone: +27 82 789 2504

WhatsApp: +27 63 773 6775

Email: info@rxhair.co.za