



# Return Policy

## No Returns

At Buy Wigs USA, we have a zero-return policy.

- Online Wig Sites who accept returns - Re-Sale the returned wigs to new purchasers - Essentially you are purchasing a used wig or product.

We have been in the retail wig business for over 30 years. In that time, we have seen all types of wigs and have decided to only carry quality made products.

We have many years experience with the major manufacturers, suppliers and distributors. Although it can happen, we rarely receive defective product. We unbox and inspect every wig that we receive in our store. If it is defective, we send it back to the manufacturer.

For this reason, we have a zero-return policy. If you purchase a wig online from our inventory, we can ship the product immediately. Some of our products are extremely popular and it is difficult to keep them in stock.

If you see a style, that is out of stock, or not your preferred color, please contact [buywigsusa@gmail.com](mailto:buywigsusa@gmail.com) and we will do our best to accommodate.

We are aware that other online retailers offer a return policy. There are some details regarding returns, that we would like to inform you about:

- Cost: Buy Wigs USA can offer very competitive pricing because we focus on new product. The cost to repackage, reprice and restock returned product is reflected in the cost the customer pays. With our zero-return policy, we can focus on styling, packaging and shipping new product at a great price.
- Health Law: Wigs are worn on the head, which is prone to perspiration, skin conditions and stretching. Many products are not returnable for health law reasons, wigs are included in this list. The largest online retailers will only accept returns if the product is not "altered, damaged or worn ". In Virginia it is an FDA law that wigs are an undergarment and for that reason it is unreturnable.





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- Supplier Policy: Many of the suppliers we have will not allow us to return product unless it has manufacturer's defects. Many of our suppliers have informed us that they do not work with online retailers that offer returns.

As we have mentioned, our e-commerce option is a new service we offer to the person who is familiar with the style, color and manufacturer that works best for them.

Thank you.

