

Wigs Return Policy/ Privacy Policy

Return / Exchange Policy

We do not accept returns on any items. Exchanges are not allowed on wig accessories, costume wigs, or clearance items.

We allow one exchange per item. Once you received your exchange, no further exchanges can be made.

Please note: Unauthorized and ineligible exchanges will incur a 50% unauthorized product return fee. Please read the policy below in its entirety before sending any hair pieces back to us.

- For all exchanges, re-stocking fee of 20% of purchase amount or \$20, whichever is greater will be charged. In addition, standard shipping charges for the exchanged piece to be mailed out to the customer will be charged.
- Exchanges must be of equal or greater value
- Exchanges will not be accepted unless pre-authorized by a Me'Roz representative. Request for Return Merchandise Authorization (RMA) number must be made within 5 business days from receipt of order via e-mail at rma@merozonline.com
- We must receive return merchandise within 7 business days after RMA# has been issued. Exceptions for international and APO orders; please inquire at time of request for RMA#. Return freight charges are prepaid by customer. Collect shipments will be refused.
- **Returning merchandise must be sent back in its original factory condition and packaging including tags.** We cannot accept items that are not in original factory condition. **By Law and Health Restrictions, we cannot resell any used hair items that have been worn or handled.** The return item must have the original hairnet, labels and tags still attached and undamaged. Items must not have been worn or opened. Do not mark packaging, tape or attach anything.

Return Merchandise Authorization (RMA)

Exchange or return will not be accepted unless pre-authorized by our return department. Request for Return Merchandise Authorization (RMA) number must be made within 5 business days from receipt of order via e-mail at rma@merozonline.com We must receive return merchandise within 7 business days after RMA number has been issued; however, there is an exception for international and APO orders please inquire at time of request for RMA number. Return freight charges are prepaid by customer, and collect shipments will be refused. Do not send your return order without the RMA number.

It must be clearly marked on outside of the shipping box or else the package will be

refused. RMA number should be put right above our address, after the word 'attention'

Exchanges

If you wish to exchange the same item for a different color for your first exchange, the restocking fee will be waived, but shipping and handling fee of \$6.95 will apply. The exchange item(s) must be equal or higher amount. If the exchange item(s) costs more, we will contact you to obtain the payment for the additional amount. If the exchange item is lower amount, it cannot be refunded, but the difference will be applied as a store credit towards your next purchase. In the case where a second return was allowed, restocking fee will be charged. If the requested exchange item is out of stock, and a refund is requested instead, the restocking fee will be applied. Please allow up to two weeks for the exchange order to be processed.

Refunds

No Refund! Exchange or Store Credit Only. Once you have made an exchange and wish to return it for a refund, restocking fee will be doubled. All returns are subjected to a re-stocking fee. Refund amount will be refunded back to the credit card used to purchase the item(s), which will show up on your credit card statement within two weeks. Please read the Restocking Fee section below for restocking fee amount details.

Restocking Fee

Restocking Fee will be assessed on all refunds and exchanges except the first exchange. Additionally, the customer is responsible for paying all shipping charges necessary to ship out the replacement. All exchange items are shipped with Standard Shipping.

Restocking fee is \$20 for amount up to \$50 and \$25 for amount \$51 to \$100 and for orders over \$100 restocking fee is \$30 or 20% (whichever is greater).

Cancellation Fees

For any shipments returned to us due to a bad address, refusal upon delivery, or

cancellation after 24 hours of placing order; there will be a 20% cancellation fee charged. Shipping and handling charges are non refundable.

Store Credit

Store credit is valid for the purchase of any product(s) on merozonline.com. To redeem store credit you must phone in to place your order with a phone representative. Credit may be used towards your next purchase. Please indicate the store credit invoice number we issue to apply credit. Store credit is valid for one year from the date it was issued.

Security Policy

Thank you for accessing our web site merozonline.com

We respect your privacy and want to protect your personal information. To learn more, please read this Privacy Policy.

All personal information is kept private and used exclusively to process your order efficiently.

To ensure discreet shipping and privacy, all packages shipped from Me'Roz Makeup & Wigs will be labeled as MMW, and will not mention the word "WIG" anywhere on the outside of the shipping package. By placing an order with our company, you will be agreeing to these policies.

Note: Me'Roz Makeup & Wigs reserves the right at our discretion to make any changes to these policies. Please check this page periodically for any changes.

Secured Purchase

Protecting your order information is a priority for us at Me'Roz Makeup & Wigs. We make every effort to protect your online order information by using Secure Sockets Layer (SSL) technology, and hosting our site in a highly secured environment. Communications between your browser and Me'Roz Makeup & Wigs secure server encrypt your confidential information during transmission, ensuring that your purchase stays private and protected.

What is SSL?

Secure connection (often called SSL or Secure Sockets Layer) is the industry standard in Web security which is primarily used for transmitting sensitive information over the Internet. When you have a secure connection between your browser and a Web site, no one else can easily access the data that you send across the connection. Me'Roz Makeup & Wigs uses SSL to encrypt your preferred customer information to give you a high level of security.

Occasionally, your browser might display a security alert to notify you that as you are entering or leaving a secure connection. These alerts serve to tell you when Me'Roz Makeup & Wigs is taking precautions to keep the information you supply (such as your password) secure while it travels from your computer to the Me'Roz Makeup & Wigs server. This is normal, and you can choose to continue in both cases.

Policy Changes

Merozswigsstudio.com reserves the right at our discretion to make changes to these policies. Please check this page periodically for changes.