

The Individual Wig Return/Exchange Form (Download and print)

Inform The Individual Wig by email within three days. Complete this form and return with product within seven days.

Name:

Address

Telephone - Home:
Mobile

Email Address:

Product details, colour etc.

Invoice Number

Return or Exchange

Reason

The Individual Wig will only accept returns and exchanges for items under the following conditions.

- The Individual Wig must be informed by email of your intention to return/exchange the product within three days of you taking delivery
- Return/exchange product must reach us within seven days of you taking delivery
- The Return/Exchange Form must be filled out, including the reason, and returned with the product. (The form can be downloaded from the website). We will not accept any product returned without prior notice
- All returned products must be in mint condition and have not been worn, brushed, combed, stretched, cut or damaged
- All products must be returned in the original packaging, with all price tags, netting, instructions and labels
- All products must not have any odours, such as cigarette smoke, hair spray, perfume or styling products
- All products must be free of stains, marks or loose hairs
- The cost of return delivery to The Individual Wig must be pre-paid by the customer.

Product Return Address:
**The Individual Wig
Shop 4, 16-32 Oxford Street
Darlinghurst. NSW 1300
Australia.**

Please allow seven-10 working days for processing your request.