**Defective hairpiece:**

As stated online under our policies section and on the receipt that is given immediately after your order is processed and on the receipt that comes with your order all hairpieces are to be inspected immediately upon receipt.

Every order is subject to this policy. No exceptions will be made. Defects are obvious once tried on.

We will need to know about any item you feel is defective within 3 days of your receipt of the order by email with the order ID# and an explanation of the defect.

Email [clhp@att.net](mailto:clhp@att.net).

Please wait for our return email for any questions we may have. If you do not hear from us by email within 1 business day please call 530 547-7261.

As stated on your receipt

If the color is correct, try the hairpiece on shape it, test it out. Defects are rare.

We suggest you order at least 30 days before any event so any issues that arise may be handled in this time frame for this reason, if the item is found to be defective. We will not refund the original orders ship cost. We will refund you for the return ship charges you incurred by the US postal service and the new orders ship charges using the US post office: 1st class or priority mail only.

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These items must be in the returning package

This form filled out.

A printed email from us responding to your email report.

The merchandise for exchange.

The online replacement orders invoice # for identical hairpiece.

Or if you wish us to send you a new hairpiece (Mail exchange) once this request is received by us. Please circle yes in below provided space.

Make sure your name is in the upper left hand corner of the package and that the shipping charge you paid is exposed on the package.

Today’s Date:

I received my hairpiece on Date:

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Original Order ID#

Replacement Order ID#

Billing name on order:

Please explain why you feel the hairpiece is defective:

I chose not to reorder the replacement piece online, please send me the replacement item (mail exchange). YES circle if applies

You understand that we will recharge your credit card to return the package back to you at your expense if the above 3 items are not included in the returning package or you have reordered an item that is not identical as a replacement.

Thank you for understanding.

Your name as under billing on original order: (Print)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_-

Signature of credit card holder.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Send to

Cheerleaderhairpieces.com

Att; Defect enclosed

Po box 459, Bella vista, CA 96008

La2/12/2010