

Please initial page 1 and sign page 2.

info@aquahairextensions.com



Payment Options

- Visa/Mastercard/Discover/American Express. All billing information must be the salon's or yours.
- COD (there is a standard fee designated by the carrier) All checks must be in the salon's name or your name.

Declined Credit Cards

If your credit card is declined, we will make one contact attempt via phone/email. Your order will be cancelled immediately unless other arrangements are made.

Bounced Checks

A check returned to us due to insufficient funds will incur a \$20 fee. This will be added to any payments due to us.

Returns & Exchanges

We offer one exchange and/or return per original order.

- Exchanges are defined as the same item, same price but may differ in color.
- For example, for an order of 3 bundles, we will accept a return of one bundle, and an exchange of 2 bundles. We will not accept returns/exchanges for the same order that are spread out over time.
- See returns below for details.
- Re-shipping and Handling costs will be charged accordingly at the customer's expense.
- There are no returns or exchanges on Look Wow™ products.

Returns: You must contact us within 7 days after you receive your package. We will only credit the full cost of your order less shipping and handling. A 15% restocking fee will be deducted from the credit. Store credit must be used within 6 months from the issued date.

Exchanges: You must contact us within 7 days after you receive your package. Until we receive your exchange item, we cannot send out your replacement item. Customer is responsible for all shipping/handling costs. Your exchange must meet the guidelines set below.

Returns and Exchanges will not be accepted unless authorized by Aqua Hair Extensions.

To get an RMA (Return Merchandise Authorization) Number, you must call or email a request within 7 days from receiving your order.

Please call (786) 738-8415 or email info@aquahairextensions.com. Exchanges/Returns without RMA Number will be refused or returned to the customer at the customer's own expense.

Guidelines: Returned packages must be accompanied by a copy of the original invoice and must be returned in the original condition. Products must be in the original packaging. We will not accept merchandise that has been altered (brushed, combed, picked, cut, colored or washed) or has any strong odors (smoke, food). All products and items must be new and unused. Merchandise packaging cannot be marked, taped or otherwise altered. All merchandise not meeting the above criteria will be refused or returned to the customer at customer's own expense.

Defective/Damaged Items: If an item we ship to you is found to be damaged or defective, please contact us immediately for an RMA. We will not accept returns after the 7 day period.

Send returns/exchanges with your RMA # written on the outside of the package to:

Aqua Hair Extensions
1221 Stirling Rd. Unit 115
Dania Beach, FL 33004
Tel: (786) 738-8415
Fax: (786) 207-2832



Aqua Hair Extensions™ Customer Agreement Page 2

Pricing: All prices and special offers are subject to change. It is the responsibility of the customer to verify that a price or offer is still valid. Any changes to a price quote (due to changes in shipping methods, new product prices, or volume discounts) will be confirmed with the customer prior to an order being processed. Updated pricing is available by contacting us directly.

Lost Parcels

Lost packages are not common, but they do occur. If you believe that your package has become lost please follow these steps:

1. Check your order status. Go to the courier's website and enter your tracking information (will be supplied after order). Your order may also be delayed if we are waiting for additional instructions. Common problems include declined cards and incorrect shipping addresses.

2. Check the parcel's shipment date. It may have not had sufficient time to reach you.

3. If all of the above do not answer your question, give us a call or email us and we will research your parcel/order.

If your order has been shipped, we will work with the courier to get you your original package or a replacement package.

If merchandise is lost in transit, it will be investigated by the carrier. Upon confirmation by the carrier of non-delivery, the customer can either wait to receive a new shipment from us once the carrier refunds the declared value or order their items again. If a new shipment is requested by the customer prior to the carrier refunding the declared amount, the shipping costs as well as the price of the items will still be the responsibility of the customer. After the carrier refunds the declared value plus shipping, we will give the customer a store credit or a refund.

Please contact us within 4 weeks of placing your order if you have not received your package. Claims processes are time sensitive. We need to ensure that if we need to file an order claim we do not breach your selected courier's claim placement deadline. If the courier's deadline has been breached you will not be eligible for a refund.

Liability: Aqua Hair Extensions / Aqua Beauty Line Inc. is not liable for any damages caused by the products we sell above the aggregate dollar amount paid for the purchase of those products. Aqua Hair Extensions / Aqua Beauty Line Inc. is not liable for any damage or injuries caused by its products or services to you or anyone else. All products are used at will on the part of the customer.

I agree to all of the above, as part of the Aqua Beauty Line Inc. Customer Agreement. I also understand that Aqua Beauty Line Inc. (dba Aqua Hair Extensions Inc.) has the right to modify or change the agreement in the future, and it will be my responsibility to review any updates made to this agreement online at www.aquahairextensions.com.

I acknowledge that it is my responsibility to provide verbal and written (Care Tips/Client Care Booklet) instructions to my client to assist them in maintaining the hair extensions purchased from Aqua Hair Extensions. I also understand that not providing maintenance and support to my client may result in an unsatisfactory experience for my client. My client does not have any direct relationship with Aqua Hair Extensions, and therefore it is my responsibility to resolve any issues directly with my client.

I have read the above Customer Agreement carefully, and agree to it by signing below. I am also signing on behalf of any other employees at my salon or place of business who have not opened an account and use Aqua Beauty Line Inc.'s products.

Customer Signature

Salon/Business Name

Print Name

Street

City, State, Zip