

## **Terms & Conditions**

At ASNA, we value every customer and understand that purchasing a wig is often a deeply personal and meaningful decision. Our goal is to provide exceptional quality, transparency, and care throughout your experience with us. These Terms & Conditions are designed to ensure clarity, protect both parties, and maintain the integrity of our products and service.

By purchasing any product or engaging in any service with ASNA, you agree to the terms outlined below.

### **Nature of Our Products**

All ASNA wigs and hair products are made from 100% virgin human hair and are individually handcrafted. Because we work exclusively with natural hair, each piece is unique and may present slight variations in colour, texture, and movement. Over time, the hair may oxidise or respond to environmental factors, just as natural hair would.

While we take great care to create each piece to the highest standard, customers acknowledge that no two wigs are identical and that styling results may vary depending on the nature of the hair.

### **Orders and Payments**

All orders, particularly those placed through virtual consultations, are custom in nature. Production timelines typically range between eight to twelve weeks, depending on the specifications of the order.

Full payment must be received and reflected in ASNA's account before any order is processed, completed, or shipped. No wig will be released or dispatched without confirmed payment.

### **Shipping**

ASNA offers both local and international shipping. Delivery timelines are estimates and may be affected by manufacturing schedules, courier delays, or customs processes beyond our control.

Once an order has been shipped, responsibility for the package transfers to the customer. ASNA does not assume liability for packages that are lost, stolen, damaged, or mishandled during transit.

Shipping costs are non-refundable.

### **Returns, Exchanges, and Refunds**

Due to the nature of our products, all wigs are considered final sale once they have been altered in any way.

Returns may only be considered within seven days of delivery, and only if the wig remains in its original, unused, and unaltered condition. The wig must be returned with all original tags intact and in its original packaging.

A wig will not be eligible for return under any circumstances if the lace has been cut, the hair has been coloured or dyed, the piece has been styled, worn, or altered, or if there are any visible signs of use.

ASNA reserves the sole right to determine whether a wig has been altered or used. This decision is final.

If a return is approved, a refund will be processed within five to seven business days from the date the item is received and inspected. Shipping costs are non-refundable.

Exchanges are not guaranteed and will only be considered on a case-by-case basis, provided all return conditions have been met and after consultation with ASNA.

Once a wig has been customised, cut, styled, or worn, no exchanges or returns will be accepted under any circumstances.

### **Product Care and Longevity**

Customers acknowledge that wigs, particularly those constructed with lace, require ongoing care and maintenance. Lace is delicate by nature and may require repair over time.

The longevity of a wig depends largely on how it is handled, maintained, and cared for. Improper washing, styling, or handling may significantly reduce the lifespan of the piece.

ASNA is not responsible for damage caused by negligence, improper care, or services performed by third parties.

### **Professional Services**

While ASNA may recommend stylists or service providers, we do not take responsibility for any work carried out by third parties. Any alterations, colouring, or styling done outside of ASNA is undertaken at the customer's own risk.

### **Pricing**

All ASNA pricing reflects the use of ethically sourced, 100% virgin human hair and the craftsmanship involved in producing each piece. Prices vary depending on length, density, style, and construction.

Our pricing structure is designed to balance accessibility with true luxury, without compromising on quality or integrity.

### **Wholesale and White Label**

ASNA also offers wholesale and white-label services to selected partners. These arrangements are governed by separate agreements and are handled privately through direct communication channels.

### **Limitation of Liability**

ASNA shall not be held liable for any damage resulting from misuse, improper handling, failure to follow care instructions, or alterations made outside of ASNA.

### **Acceptance of Terms**

By purchasing from ASNA, you confirm that you have read, understood, and agreed to these Terms & Conditions in full.

### **Contact**

For any questions, support, or further information, please contact us directly via WhatsApp or email as provided on our website.