UrieWigs Terms & Conditions

- Commissions are accepted based on slot availability and required skills.
- A 40% deposit is required to secure your slot. The remaining 60% is due before delivery.
- Payments can be made by full or deposit.
- Shipping fee + packaging fee will be included in the quote.
- Please confirm your slot at least 3 weeks before your deadline.
- Base wigs must be handed in as early as possible. Late handovers will result in delays.
- Please ensure payment for the base wig is made as early as possible to avoid any delays in starting the styling process.
- Custom or hard styled wig commissions, such as helmet wigs, must be placed at least 2 months before the desired deadline.
- Urgent or last-minute commissions will incur an additional 50-75% fee of original quote.
- I reserve the right to decline commissions that are beyond my skill range or require techniques that I do not offer.
- You are allowed to send references from other stylists. However, I will not be able to replicate their work.
- Minor revisions are allowed once after completion. Additional revisions will incur extra charge
- Storage of wigs is only up to 3 days due to limited space. If no payment is made after the wig is completed, the wig will be discarded or sold to others.

Refund Policy

- No refunds will be issued after 24 hours of confirming your slot.
- Refunds are only allowed under specific circumstances, such as:
  - I am unable to complete your commission due to personal emergencies or health issues.
  - A significant delay occurs on my part that affects your deadline and no resolution can be agreed upon.
- Refunds will not be given for issues caused by late handovers (by couriers), change of mind, and unmet personal expectations if the final product matches the agreed upon style.

Shipping & Damage Policy

- Once the wig is shipped, I am not responsible for delays or damage caused by the courier. However, I will ensure that it is packed securely.
- Unboxing videos are highly encouraged in case you need to make a claim.
- If a wig arrives damaged due to poor packaging (not courier mishandling), I will provide a solution (repair/ replacement) on a case-by-case basis.
- Large or detachable wigs must be shipped via sea shipping due to size and handling restrictions.

⚠️ Disclaimer

- Styled wigs may look slightly different depending on lighting, head size, and positioning.
- Some shedding or frizz may occur during transit, especially for styled curls or spikes — this is normal.