

## Appointments

### Cancellation and rescheduling Policy:

If you need to cancel or reschedule your appointment, please do so at least 48 hours in advance. Appointments cancelled or rescheduled less than 48 hours in advance will not be eligible for a refund of the booking fee.

### Booking Fee:

A non-refundable booking fee of 20% is required to secure your appointment. This fee will be retained by Loihtu Locks & Lifestyle.

### Hair Extensions:

Customers are responsible for the cost of hair extensions, which cannot be refunded once they are purchased and prepared for your appointment.

## Orders and Payment

### Damaged Products:

If you receive a product that is damaged, you can return it for a full refund or exchange it for a new item. Please report and return the damaged product within 30 days of receipt.

### Return of Unused/Unopened Products:

You can return unused and unopened products within 30 days of purchase for a full refund. Products must be in their original packaging and condition. We will inspect the product before refund is issued to the original payment method

You may lose your refund if:

- The product is used or damaged.
- You handle the item differently than necessary.
- You do not follow cancellation restrictions.

### All returns are to be sent to:

Fuzefit Handelsbolag  
Kukkolaforsen 86  
953 91 Haparanda  
Sweden

**Ensure proper packaging and retain a shipping proof.**

**You are responsible for return costs.**

### Order Process:

Choose items, add them to your Shopping Basket, and proceed to Checkout. Provide your name, address, email, phone number, payment method, and choose delivery form

### Cancellation:

You have a 30-day right of withdrawal. Notify us within 30 days of receiving the item to cancel your order. Some items may not be eligible for cancellation, and you will be informed during the order process.

### Refunds:

Once we receive the returned item, we will inspect it and issue a refund to the original payment method.

## CANCELLATION & REFUND POLICY LAST UPDATED: 2024-05-15



### FUZEFIT HANDELSBOLAG

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