

TERMS & CONDITIONS OF SALE

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE IMPORTING HAIR PRODUCTS FROM **EXODUS EXPORTS PVT. LTD.**

QUALITY: -

- WE DEAL WITH **100% INDIAN HUMAN HAIR**. WE DON'T DEAL WITH SYNTHETIC HAIR OF ANY KIND. ANY COMPLAINTS OF USING SYNTHETIC HAIR SHALL NOT BE ENTERTAINED.
- **RSD - REMY SINGLE DRAWN HAIR** IS OF DIFFERENT LENGTH IN NATURE. CARE IS TAKEN TO REMOVE THE VERY SHORT HAIR WITH THE LONGER HAIR FOUND IN DIFFERENT HAIR LENGTH, GIVING A **PONY TAIL** LIKE APPEARANCE, UNLIKE **DOUBLE DRAWN HAIR** WHERE THE HAIRS ARE ARRANGED WITH EQUAL LENGTHS WITH NO SHORT HAIR.
- ALL OUR HAIR PRODUCTS GO THROUGH RIGOROUS **QUALITY CONTROL (QC) PROCEDURES**. SO POSSIBILITY OF NITS OR LICE IS VERY RARE.
- WE TAKE EVERY PRECAUTION TO INDIVIDUALLY INSPECT EACH PIECE OF HAIR BEFORE PACKING. WE SHAMPOO AND CONDITION THE HAIR DURING THE PROCESS MANY TIMES. HOWEVER WE RECOMMEND OUR CLIENTS TO TREAT THE HAIR AGAIN FOR THEIR DESIRED RESULT AS IT MAY BE DEMANDING TO REACH THE RETAIL MARKET.
- **PACKING** WILL BE STANDARD WITH WHITE TAG FOR ALL WEFTED HAIR AND YELLOW THREAD TIED TO SINGLE DRAWN HAIR. THE HAIR WILL BE PACKED IN A TRANSPARENT PACKET AND **EXODUS EXPORTS STICKER** MAY BE PASTED AT THE BOTTOM. A STICKER INDICATING THE PRODUCT SPEC WILL ALSO BE PASTED ON EACH PACKET OF WEFTED HAIR. THE PACKETS WILL BE PACKED IN A CARTON BOX AS PER THE SHIPPING STANDARDS.

DELIVERY: -

- **SHIPPING DELAYS:** WE SHIP THROUGH **INTERNATIONAL COURIER**. WE ARE NOT RESPONSIBLE FOR LATE SHIPMENTS DUE TO HOLIDAYS, NATURAL DISASTERS, OR **CARRIER DELAYS**. PLEASE KEEP IN MIND HOLIDAYS AND WEEKENDS DO NOT COUNT AS A BUSINESS DAY AND SHOULD BE CONSIDERED WHEN CALCULATING SHIPPING TIMES.
- WE SHALL NOT BE HELD RESPONSIBLE FOR THE CUSTOM/PORT DUTIES, CHARGES, TAXES & OTHER LEVIES OF THE IMPORTER. OUR PRICES ARE ALWAYS **FOB CHENNAI (MADRAS), INDIA**.
- IF THE CUSTOMER NEEDS ANY CERTIFICATION FOR CLEARANCE DURING IMPORT WE SHALL PROVIDE THE SAME AT ADDITIONAL COST. IN WHICH CASE THE CUSTOMER SHOULD INFORM US BEFORE THE SHIPMENT LEAVES OUR FACTORY WELL IN ADVANCE

PAYMENT TERMS: -

- **PAYMENT:** ALL PAYMENTS ARE 100% ADVANCE THROUGH BANK TRANSFER. WE HAVE NO REFUND POLICY.

RETURN POLICY: -

- REQUESTS FOR EXCHANGE MUST BE MADE WITHIN **7 BUSINESS DAYS** OF RECEIPT OF PRODUCT (S). EXCHANGES MUST BE PRE-AUTHORIZED BY EXODUS EXPORTS PVT. LTD.
- ELIGIBLE PRODUCT (S) FOR REPLACEMENT MUST BE IN ORIGINAL AND PERFECT FACTORY CONDITION (UNALTERED, UNWORN, UNDAMAGED, AND WITH TAGS IF ATTACHED) AND IN ORIGINAL PACKAGING. IF PRODUCT (S) HAS BEEN ALTERED, WORN, DAMAGED, OR TAGS/PACKAGING TAMPERED WITH, PRODUCTS WILL BE INELIGIBLE AND DEEMED UNAUTHORIZED.
- EXCHANGE ITEMS MUST BE RETURNED TO EXODUS EXPORTS (P) LTD WITH PRIOR INTIMATION THAT THEY ARE RETURNING THE GOODS WITHIN **15 DAYS** FROM RECEIPT OF THE PACKAGE. ONCE WE RECEIVE YOUR EXCHANGE PACKAGE, PLEASE ALLOW UP TO 14 BUSINESS DAYS FOR THE EXCHANGE PROCESS TO COMPLETE.
- IF THERE IS ANY QUALITY ISSUE, AND THE CLIENT IS PLANNING TO **RETURN THE HAIR** FOR A **REPLACEMENT**, KINDLY INFORM US BEFORE DOING SO AS WE WOULD **RECOMMEND THE MODE OF RETURN SHIPMENT** TO AVOID IMPORT TAX ON US, AS THIS BEING GOODS RETURNED FOR REPLACEMENT.
- **RETURN SHIPPING CHARGES WILL APPLY.** WE SHIP VIA THE METHOD CHOSEN ON THE ORIGINAL ORDER, UNLESS INSTRUCTIONS IN THE EXCHANGE SPECIFY OTHERWISE.
- PLEASE NOTE THAT WE ARE WILLING TO COOPERATE WITH OUR CLIENTS ON EVERY ISSUE AND WE EXPECT OUR CLIENTS TO RECIPOCATE THE SAME TO MAKE THE PROCESS EASIER.

CONFIDENTIALITY:

- WE DO NOT SELL, TRADE, OR OTHERWISE TRANSFER TO OUTSIDE PARTIES YOUR PERSONALLY IDENTIFIABLE INFORMATION UNLESS WE PROVIDE YOU WITH ADVANCE NOTICE. WE MAY ALSO RELEASE YOUR INFORMATION WHEN WE BELIEVE RELEASE IS APPROPRIATE TO COMPLY WITH THE LAW. HOWEVER, NON-PERSONALLY IDENTIFIABLE VISITOR INFORMATION MAY BE PROVIDED TO OTHER PARTIES FOR MARKETING, ADVERTISING, OR OTHER USES.
- WE SINCERELY BELIEVE IN DELIVERING THE BEST AT ALL TIMES TO ALL OUR CUSTOMERS. WE VALUE YOUR TIME AND HARD WORK. WE WELCOME ANY SUGGESTIONS FROM OUR CUSTOMERS TO IMPROVE OUR QUALITY. FOR QUALITY ISSUES, KINDLY CONTACT US BY E-MAIL.

N.B:

1. WE DON'T HAVE ANY DIRECT SALES OUTLET. PLEASE TRY SOME SAMPLES TO TEST OUR QUALITY.
2. PLEASE NOTE THAT HUMAN HAIR IS A NATURAL PRODUCT AND IS NOT A MANUFACTURED ONE. SO YOU CANNOT EXPECT EACH BUNCH TO BE SYMMETRICAL IN NATURE, TEXTURE, SHAPE ETC