

Shipping Policy

Your shipping address must match your billing address at the time of payment. If these two addresses don't match your bank's records, your order WILL NOT be shipped or processed.

All order cancellations are subject to a 15% cancellation/restocking fee.

Please email us @besboutique@gmail.com for further assistance.

Note: All students, active military or any other traveling profession, please email us to bypass this policy.

ALL DOMESTIC SHIPMENTS TAKE 4-7 BUSINESS DAYS (NO HOLIDAYS & NO WEEKENDS)

NO EXPRESS SHIPPING AT THIS TIME

ALL INTERNATIONAL SHIPMENTS: 6-10 BUSINESS DAYS *FROM THE DAY WE SHIP

Terms & Conditions

We will make every effort to match each order to your exact specifications. Because our natural hair is 100% virgin human hair and each individual piece comes from a separate donor we cannot guarantee hair color or texture. Our natural hair comes in a straight, wavy or curly pattern, the color will range between a natural 1, Be's Boutique may have natural lighter pieces that are available upon request but not guaranteed. Please be forewarned, if you are dissatisfied with the color or texture, we will exchange your purchase one time only. If you are still dissatisfied with the color or texture of your purchase, all returns must be done at your expense. Credit card fraud and theft of our merchandise will be prosecuted to the fullest extent of the law. If your billing address is different than your shipping address you will be required to fill out a credit card authorization form and send supporting documentation before your shipment is released. If this is necessary a representative will contact promptly after your order has been placed.

ORDERS

01. Order Processing

Our business hours are Monday through Friday from 9:00 am to 6:00 pm EST. All orders received before 2:00 pm are processed and will ship within 48hrs, however if your information is invalid or more information is needed to process your order more time to process maybe needed. Orders placed over the weekend will be processed first thing Monday morning unless it is a holiday. Once shipped, orders arrive within the time.

02. Product Availability

If any product is out of stock, unavailable or if we are just simply unable to fulfill your order we will contact you immediately to find out if you are interested in receiving a substitution.

03. Return policy

Due to the nature of our products, all sales are final and are not refundable and may not be exchanged..

04. Exchanges

From time to time, Be's Boutique, at its sole discretion, may exchange products or portions of a product under the following conditions: One time exchanges are accepted within 7 days of hair delivery date. Prior notice must be give to Be's Boutique. Client assumes responsibility for round trip shipping. We will not accept any merchandise which has been used or altered (brushed, combed, picked, cut, removed from the weft or processed) in any way. According to the Federal law you cannot return human hair products that have been used. This includes removing the hair from the bundle and trying it on. We adhere to these strict policies with respect to hair returns, hygiene concerns and federal law. Please return the item in the original and resalable condition as a necessary health precaution. Note that perming, coloring, lifting, rinsing, removing the hair from the weft or otherwise processing the hair voids ALL EXCHANGE AND REPLACEMENT guarantees. Product will not be exchanged for nothing of equal or greater value. No refunds will be permitted. You must send the product back to us in order to process the exchange. In order to process an exchange if we deciede, the unwanted product would need to be sent back. Once your product has been received it will be examined thoroughly. If the product has been returned unused, in its original condition we will exchange the product for something of equal or greater value.

05. Shipping Delays

For your convenience it's always advisable not to wait until the last minute to place your order. If you have a deadline, hair appointment or other engagement it is always wise to order far enough in advance to allow for unanticipated delays. We will give you a delivery estimate when you place your order based on the information we receive from our shipping partner. We are not responsible for late shipments due to inclement weather, holidays, natural disasters, or carrier delays. Please keep in mind holidays do not count as a business day and should be considered when calculating shipping times. We entrust USPS to deliver your package on time. If your package is delayed we will not offer a reimbursement of shipping charges. If you need additional information, please contact us. Incomplete or incorrect address information is the major cause of shipment delays. Check the address information on your order. Make sure you have included ALL the information (address, apt#, etc.) needed to deliver your package. Your order will be shipped via UPS to the address you provide. It is extremely important that you give us the most accurate and complete information possible. **NO REFUNDS WILL BE ISSUED FOR REFUSED OR ABANDONED SHIPMENTS.** If a shipment is returned to us due to a bad address you will be responsible for additional shipping charges. **NO REFUNDS WILL BE ISSUED FOR REFUSED OR ABANDONED SHIPMENTS.**

06. Replacements

We take great pride in our product and it is 100% guaranteed. Since natural hair is reactive to a simple wash and deep conditioning product issues or concerns can often easily be remedied by implementing a simple care regimen. However, if you feel you've received a product that is not remedied by this regimen we want to hear from you. It is at the sole discretion of Dare To Have Hair to provide replacement hair upon request. If the customer selects a product in exchange of greater value, they will be responsible for paying the additional cost of the item.

07. Lost Shipments

If you have tracked your package and there is a discrepancy in delivery information or it has

been lost in transit, please contact us immediately. We will contact USPS right away and initiate a trace for your package and have them start an investigation. If it is determined that your shipment has been lost a replacement will be sent.

08. International Shipments

International Shipments must clear customs. The rules and requirements for customs clearance vary from country to country. It is the customer's responsibility to pay any additional taxes, fees or duties or to arrange for any permits or special paperwork that may be required. Invoices are sent with all shipments. This is the only document that will be sent with your shipment.

09. Policy Changes

Be's Boutique reserves the right at our discretion to make changes to prices, policies and procedures. Please check this page periodically for changes.

10. Limitation of Liability

Be's Boutique, does not accept liability beyond the remedies set forth herein, including any liability for products not being available for, or the provision of services and support. Be's Boutique will not be liable for consequential, special, indirect or punitive damages even if advised of the possibility of such damages, or for any claim by any third party except as expressly provided herein. This limitation of liability applies both to products and services. Customer agrees that for any liability related to the purchase of products, Be's Boutique is not liable or responsible for any amount of damages above the aggregate dollar amount paid by customer for the purchase of products under this agreement. Customer agrees that for any liability related to the purchase of services not bundled with products under this agreement, Be's Boutique is not liable or responsible for any amount of damages above the aggregate dollar amount paid by customer for the purchase of services under this agreement.

11. Prizes and Compensation

Any purchases made at trade shows, or received as prizes or for compensatory purposes are not permitted to be exchanged or returned. Note: If you need further clarification about our Terms and Conditions or have general questions please call 972-296-4237 or email us at besboutique@gmail.com.

Delivery Information

Shipping fees include handling and packing fees as well as postage costs. Your order will be shipped to the address on your order after Payment is Received! It's imperative that you check your order for accuracy prior to finalizing and submitting payment. No refunds will be issued for refused or abandoned shipments. Please note; we are not responsible for carrier delays due to holidays or weather.

Cost

Service Locations Delivery Schedule Cost per Shipment
USPS Standard Shipping US Only 2-7 Business days
Monday - Saturday \$16.00

USPS Express Delivery US Only 1-3 days Business
Monday - Saturday \$37.00

UPS Next Day Air US Only CALL FOR AVAILABILITY PRICE DETERMINED BY
LOCATION

USPS Standard International Shipping International 5-12 days
Delivery 7.30am - 5.30am
Monday - Friday \$49.50

USPS Express International Shipping International 3-5 Days \$120.00

How much does it cost to ship the hair and when will I receive it?

Shipping cost is flat rate with signature required and insurances. We ship via Priority Mail USPS and Express USPS, UPS Next Day Air is available upon phone call and availability.