



TERMS AND CONDITIONS

Hair Extensions

Our ambition at U LAB is to supply premium products at affordable prices. Our hair and products are sourced globally to ensure only the best in quality.

ORDERS

To order send email to info@ulab.co.za

For more updates or information regarding an existing order, please call or WhatsApp U LAB on +27 64 999 2586

Orders in stock will take up to 1-5 working days to be delivered.

Full payment upon order will be required before products get sent out.

Custom orders may take up to 3 – 6 weeks to arrive in South Africa.

U LAB requires a 50% non-refundable deposit on custom orders before your order will be placed.

Once your order has arrived in South Africa, you will be required to pay the balance amount before delivery.

The following products can be customized to suit your preferences:

- Customised length
- Customised colours
- Elite Wefts

T's & C's

COMPANY

The U LAB website considers you as the customer to have read and agreed to the following:

RETURNS AND EXCHANGES

WARRANTY POLICY



ULAB Hair Extension:

U LAB provides quality controlled human hair of the highest calibre. We confidently stand by the grade of our hair products designed to last 8-12+ months. The longevity of the hair is dependent on the care and maintenance thereof.

1. All U LAB Extensions come with a 30-day guarantee against manufacturing defects.
2. No claims can be made after 30 days of purchase.
 - All merchandise claimed as defective must be sent back within the 30 days in its original packaging.
 - U LAB Quality Control team will inspect the hair and determine if the hair is in fact defective from manufacturing faults.
 - In extreme cases where the product is deemed faulty by the customer after installation, the hair will need to be removed professionally and returned in its original packaging. The product will only be deemed faulty if after testing, it is found that the hair is not cuticle correct. U LAB will provide feedback and if no problem is detected, U LAB will revise the AFTERCARE guidelines to see where maintenance regime alterations may be necessary. Refunds or replacements are only done when a batch is tested faulty.
 - A manufacturing defect includes shedding, inversion or a batch issue.
3. Blonde colour extensions should be treated with a recommended professional silver/ purple shampoo or conditioner to maintain ash undertones.
4. Fading on ash undertone colours will not be considered a manufacturer defect.

THE WARRANTY DOES NOT COVER THE FOLLOWING

- Defects from improper use of the products (not using proper hair care products, colouring, styling, cutting the weft, etc)
- Excess use of heat and improper care of the extensions.
- Certain colours are subject to fading. Fading colours will not be considered a manufacturer defect for warranty purposes.
- Issues resulting from the installation of weft by an uncertified Hair professional.
- Changes in the hair extension's colour due to toning shampoos or conditioner.
- Discolouration due to sunscreen, hard water, pool chemicals or the UV sunlight.



- Defects from personal attempts to alter the extensions in any way from its original form.

NOTE: You must send back the hair extensions at own cost in its original packaging to have it inspected.

ULAB Body:

U LAB provides quality products of the highest caliber sourced globally.

- All U LAB Body products come with a 30-day guarantee against manufacturing defects.
- No claims can be made after 30 days of purchase.
- All merchandise claimed as defective must be sent back within the 30 days in its original packaging.
- U LAB reserve the right to not accept refunds should the product not be faulty.

SHIPPING

With orders, exchanges and returns, U LAB will not take any responsibility for products that are lost or stolen after they have shipped with proper tracking. Please contact the carrier for any lost packages.

U LAB takes no responsibility for incorrect shipping information given by the customer, or damage caused to your parcel during shipment.

Please allow 1-5 working days for all orders to be delivered depending on your location.

The price of the product does not include the delivery fee. Our delivery will be quoted on the invoice provide by your U LAB - Sales Executive.

PAYMENT

Customers need to EFT the full amount including the delivery fee, before their order gets shipped.

U LAB Hair Extensions & Body LIABILITY

U LAB cannot be held responsible for any damage caused to the hair extensions, as a result of installation done by a hairdresser or hair salon. U LAB is not liable for any damage, imperfection or fraud of products.

We are not responsible for the costs related to the installation, or removal of the hair extensions done by the hairdresser or hair salon.



The images of the hair extensions on our website are for illustrative purposes only. U LAB made every effort to display the colours accurately and we cannot guarantee that your computer will display the colours effectively. U LAB cannot be held liable for incorrect colour ordering, therefore reference should be made to the colour codes indicated on the website.

If a product is sold out, U LAB reserves the right to cancel an order and refund the customer. U LAB will notify the customer if a product is unavailable upon order, or well in advance.

U LAB will not be responsible for any allergic reactions, skin irritations, or disability caused by by-products.

When customers purchase any hair extensions from U LAB, you as a customer, need to follow and understand the aftercare instructions on our maintenance sheet received with your package.

U LAB may require hair professional certification upon placement of your order. Kindly send all information to info@ulab.co.za

When purchasing hair extensions from U LAB you deemed to agree that you have read and understood the terms and conditions above.