



## CUSTOMER CARE INFORMATION

### **Ordering Information:**

We currently accept Visa, Master Card, and American Express as types of payment. We also accept personal checks and money orders. Please allow 5-7 working days for personal checks to be processed. Please send your payment with an order request to the following address:

HairRaising Personal Care Products, Inc  
AfGrowLabs  
7400 Beverly Blvd.  
Los Angeles, CA 90036-2725

California Sales are charged the current applicable sales tax rate of 9.25%.

Consumer domestic orders are sent USPS Priority Mail, free shipping and handling, which includes delivery confirmation notification. Professional orders are sent UPS Ground, tracking information is emailed to the customer.

The receipt of an email order confirmation does not constitute the acceptance of an order or a confirmation of an offer to sell. HairRaising/Afgrow has the right, without prior notification, to limit the order quantity on any item and/or refuse service to any customer. Verification of information may be required prior to the acceptance of any order. Resale-Tax ID number is required on all professional orders.

### **Shipping Information:**

All orders are processed Monday thru Friday within 24 hours of receiving a request. Orders placed on the weekend or on a holiday, will be shipped on the following business day. USPS Priority Mail orders may be tracked by calling 1-800-ASK-USPS or by logging on to <http://www.usps.com/>.

UPS Ground Orders may be tracked by calling 1-800-PICK-UPS or by logging on to <http://www.ups.com/>. UPS Orders are delivered Monday thru Friday, excluding holidays. All delivery times are in "business days" and do not include weekends or holidays.

All available items will be shipped at once. If an item is unavailable, we will call and/or email you of the status. Packages that are returned to us by the U.S. Postal Service or UPS and marked as "Unclaimed", "Return to Sender", "Attempted Unknown", "Refused", or "Invalid Street Address", will be credited back to the customer credit card on file, less any shipping and handling fee.

### **Returns:**

No returns or credits are issued on hair care products. All sales are final. Products damaged in shipping will be exchanged immediately or a full refund will be issued as soon as the damaged product is received back at HairRaising/AfGrowLabs. All credit card refunds will be issued to the original card used when making the purchase.