

Super Hair:Terms and Conditions

About us

Our goal at Super Hair is to supply South African women with superior quality hair extensions and wigs at affordable prices. We are based in Durban but supply nationally.

Privacy Policy

This Privacy Policy governs the manner in which Super Hair collects, uses, maintains and discloses information collected from users (each, a "User") of the <http://www.Super Hair.co.za> website ("Site"). This privacy policy applies to the Site and all products and services offered by Super Hair.

A. Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

B. Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

C. Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

D. How we use collected information

Super Hair may collect and use Users' personal information for the following purposes:

- - *To improve customer service*
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- - *To personalize user experience*
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site
- - *To improve our Site*
We may use feedback you provide to improve our products and services.
- - *To process payments*
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- - *To send periodic emails*
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If Users decide to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

E. How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

F. Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

G. Changes to this privacy policy

Super Hair has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. **You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.**

H. Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and [terms of service](#). If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

I. Contacting us

Phone: +27 61 751 0804

Email: info@superhair.co.za or lisa@superhair.co.za

Or visit during office hours at:

Umhlanga Bowling Centre, Lagoon Drive, Umhlanga Rocks, Durban

Store visiting hours:

weekdays: 9h00 – 17h00

Saturday: 9h00 – 13h00 (Collection up to 18h00 can be arranged)

Fitting hours:

9h00 – 17h00

Public holidays/Sundays: Closed

Photos

The colour of the hair can look different from indoor to outdoor, and different cameras can also display colours differently. We recommend that you come through to view them.

Please note that although Super Hair endeavours to accurately describe and/or depict each product on the website, some descriptions or photographs may be of a generic nature.

Advertising and Printed Material

While Super Hair makes every possible effort to ensure that all product information and pricing in any form of communication material is factually correct at the time of communicating it to the public, Super Hair cannot be held responsible if any factual errors occur. Please check pricing and specifications on the Super Hair website for any changes. All prices are currently excl VAT (We do not charge VAT as we are not registered VAT vendors). All prices exclude delivery costs. E&OE.

Recommendations by our sales staff

All recommendations are based on the images provided. Please note that filtered/old/poor quality images will affect the recommendation given. All recommendations, while given utmost consideration, are opinion-based and cannot be guaranteed.

Reselling Of Products

Buying and re-selling is at your own risk and we do not accept any liability regarding same. Being the middle man comes with MANY risks. We can advise our own clients but we cannot advise when we DO NOT know who is going to be wearing the product. We will not take products back once they have been opened or fitted.

Payment Options and Pricing

All transactions will be processed in South African Rands (ZAR).

Super Hair endeavours to offer you competitive prices on current products; your total order price will include the price of the purchase plus any applicable sales tax and shipping charges (on the day of shipping).

Super Hair reserves the right to change pricing at any time without prior notice.

Payment Types:

A. Credit Cards

Payment may be made with a credit card in store.



B. EFT or Bank Deposit

Payments can be made via EFT (electronic bank transfer) or direct bank deposit into the bank account provided below. Once you have finalised your order, please advise us and we will prepare the finalised invoice and email this to you. Select the option to pay via EFT. You will then have to load Super Hair as a beneficiary on your internet banking and use the unique order number in the reference line for your payment. This should ensure speedy processing and delivery of your selected products. Once your proof of payment has been received by us your parcel will be sent off for delivery. You will be notified via sms and email once your parcel is out for delivery. Below are our banking details:

Nedbank COMPLETE DETAILS

Cheque Account: Infinitely Dynamic (Pty) Ltd

Account Number: 1098358031

Branch Code: 189905

Branch name: Gateway

Please email your proof of payment to: info@superhair.co.za

PLEASE USE YOUR INVOICE NUMBER AS THE PAYMENT REFERENCE

D. International Payments

We will need to wait for the payment to clear (2-3 working days) before dispatching your parcel. Refer above for banking details.

PLEASE USE YOUR INVOICE NUMBER AS THE PAYMENT REFERENCE

E. Cash Payments

If you are based in Durban and would like to pay in cash you can do so by visiting our office at Umhlanga Bowling Centre, Lagoon Drive, Umhlanga Rocks, Durban

Store visiting hours:

weekdays: 9h00 – 17h00

Saturday: 9h00 – 13h00 (Collection up to 18h00 can be arranged)

F. Direct Deposit

You may pay for your products through a direct deposit. It's exactly the same as doing an EFT payment, except you'll have to go into your bank and physically make your direct deposit there. Please email through your deposit slip to info@superhair.co.za to ensure your payment is confirmed and order shipped as quickly as possible. Refer above for banking details.

PLEASE USE YOUR INVOICE NUMBER AS THE PAYMENT REFERENCE

For more information about how to order, special order requirements and other payment options, please email our Support Team at info@superhair.co.za.

Please be advised that we cannot be held responsible if a payment is made by you into the incorrect bank account. Please ensure that you pay into the account as per the details provided above.

Product availability

Lead time is dependent on stock availability. Should we have stock available, orders will be dispatched the same day provided payment is validated/received before 1400 hours.

Should the product not be in stock please allow 2 to 3 weeks including freight transit time. This will allow for manufacturing and delivery to our warehouse. Every effort is made to effect shipment of your order timeously however unforeseen circumstances may cause delays. Should we be faced with such an occurrence Super Hair will contact you via email and provide a revised shipping schedule.

Delivery

You must not make any purchase through this site unless you understand and agree to all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries please contact us before making any purchase for any service through this website.

Please be advised that Super Hair is not liable for any loss or damage to the product once it has been uplifted by the Courier Company.

How long will my order take to arrive by courier to door (Within South Africa)?

You'll get in stock items within 2 working days in Johannesburg, Durban, Cape Town central, PE, Bloemfontein central areas, and regional areas are 3-4 working days once payment reflected. Should the items not be in stock or due their nature require bespoke ordering, delivery will take between 2 and 3 weeks as these items will be ordered from overseas.

We'll do everything possible to make sure it's quicker depending on the availability status of each item.

Please be advised that the aforementioned time frames are estimates and that Super Hair cannot be held liable if the time frames are not adhered to by the Courier Company.

Working days: Monday to Friday, excl public holidays, or when company closes.

Courier does not work on weekends or public holidays

What couriers do you use?

- Combination of couriers are used for different locations in SA
- Courier guy, DPE, fastway, Courierit, armex

Speed services counter to counter is used for all outline towns, townships, places where courier dont go, as well as all post box addresses.

Courier delivers to all major towns in SA and certain regional areas in SA only. For those address with plot, farm, township, remote town, border posts will be sent by speed services post office counter to counter postage.

Why dont you offer free shipping?

We dont offer free shipping as we dont simply add the shipping cost on top of the item cost.

If you are one of 10000 orders bought in our store, you would have basically paid extra for a courier that you did not use.

How do I track my parcel?

Go to the relevant website for your courier and enter the tracking number provided

What do I do if the tracking number is not showing?

Please give it a bit of time. The courier collects from us in the evenings then scans them. Some couriers only update their website periodically and it may only reflect on the system after 10pm that night.

What do I do if the number is on the system but I have not received my parcel?

Contact the courier directly and quote the tracking number.

Can I pick up my parcel from your Durban head office?

contact: 0617510804 or email: info@superhair.co.za to arrange for the parcel to be collected, either send us a list on email.whatapp or sms, or order online and send us the order number.

Address: Hours: 9am-6pm Monday to Friday, 9am-1pm Saturday

We keep most items in stock at all times. (quantity is however depending on the stock level)
Certain colours of hair extensions, such as human hair special mix colours, ombre mix colours also may require ordering as we make them when client orders. There are 1000's of colours mixes that we can make.

We can take cash or EFT at our office.

Shipping

SA counter to counter: Please ensure the correct shipping address is provided from the outset as title and risk will pass to you once the order has left our premises.

Undeliverable packages: Occasionally packages are returned to us undeliverable. Should this event take place every attempt will be made to contact you to make arrangements for re-shipment. The cost of re-shipment shall be for your account.

Order processing: Order processing will not begin until we receive a confirmed order and full payment.

International customers should make use of a courier that offers:

1. Shipment tracking.
2. Insure your package for safe return and declare the full value of the shipment failing which loss or damage will be for your account.
3. Disclosure of outlet country at time of payment

Super Hair cannot and shall not be held liable for any loss or damage incurred by the Courier for International Customers.

In Store Returns

We do not offer cash refunds in store.

Please check and ensure all items and its colour, length and quantities is what you wanted before leaving the store.

An Exchange can be done by the store manager's discretion or by pre-arrangement within 7 working days
Due to the personal nature of products, Super Hair will NOT accept returns on any opened or used hair

pieces/wigs or hair dye colors.

All human natural items are guaranteed 100% genuine.

Returns - Special Order

In the case of a special-order agreement, a consumer may only cancel the agreement and return the goods to the supplier if the goods do not reasonably conform to the specifications of the special order.

Returns Policy

If you would like to return your Super Hair extensions and wigs you must contact us via electronic mail within 5 working days of receiving your extensions, about your intent to return them. You will then be required to return the unopened and unused hair to us within 7 working days of having notified us of your intention to return same. **We cannot refund or exchange any hair that has been opened due to quality and hygiene reasons, so be 100% sure before opening the packet.** We will only be able to replace the extensions once we have received them and verified that they have not been tampered with. **Please note that we shall charge a 10% handling fee as well as all delivery charges will be deducted from the purchase price for all refunds.**

Super Hair Extensions are a serious hygiene sensitive product, and will not be refunded or exchanged if the quality seal has been broken or the hair extensions have been taken out of the packaging. You will only be able to return the hair extensions if they have not been removed from the original packaging and the quality seal has not been broken. Any evidence of tampering with the quality seal or other parts of the packaging will result with you being unable to return your hair extensions for a refund or exchange. We will only be able to replace the extensions once we have received them and verified that they have not been tampered with.

Any manufacture defects must be brought to our attention within 5 working days of purchase and must then be returned for replacement within 7 working days of you having notified us. We will only send out your new set once we receive the original one back and can confirm that the defects to the hair are manufacturing faults and not the result of mistreatment.

If you choose to dye your Super Hair Extensions it is done at your own risk as it is not recommended. Rather make sure you choose the correct colour. **If you choose to cut your extensions it is done at your own risk and we cannot accept them back as a return or exchange.** We will NOT refund products that have been altered with in any way whatsoever.

Should you wish to exchange your Super Hair Extensions for a different colour you need to contact us within 5 working days from purchase, and return the hair unopened and untampered within 7 working days of notification. We will only send out your new set once we receive the original one back and can confirm the package hasn't been opened.

The cost of returning the product will be for your own expense, and we highly recommend that you track the parcel. You must contact us via electronic mail within 5 working days of receiving your extensions and inform us about your intent to return the extensions. You will need to return the extensions to us before we refund or replace your set of extensions.

Refunds Policy

Should you for any reason wish to cancel your purchase you will be liable for a 15% handling fee. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. The goods must be returned to us undamaged in the original packaging within 14 calendar days. Once we have received the original unopened and undamaged product then your refund shall be processed and paid to you less the agreed 15% handling fee.

Monitoring

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

Law

The Conditions will be exclusively governed by and construed in accordance with the laws of South Africa whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

Updating of these Terms and Conditions

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

Consent

I understand and expressly accept that all the designs and trademarks are registered to Super Hair and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in anyway and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all attorney own client costs incurred by Super Hair for any civil action or any legal action deemed necessary against me.

Use of Site

You may only use this site to browse the content, make legitimate purchases and shall not use this site for any other purposes, including without limitation, to make any speculative, false or fraudulent purchase. This site and the content provided in this site may not be copied, reproduced, republished, uploaded, posted, transmitted or distributed. 'Deep-linking', 'embedding' or using analogous technology is strictly prohibited. Unauthorized use of this site and/or the materials contained on this site may violate applicable copyright, trademark or other intellectual property laws or other laws.

Errors and Omissions (E&OE)

All projected pricing, information and images listed on the website are with Errors and Omissions Excepted (E&OE)

Some of the images are for illustrative purposes only and may differ from the actual product (such as wig photos can look different on models). While every care is taken to ensure that product images, projected prices and information are correct, mistakes do happen. We strive to supply you as the end user with suitable, usable hair extensions. Consultation is highly recommended.

Exclusions from return of products or cancellation of service agreements:

-Any opened, used, cut, fitted wigs, hair pieces, extensions.

Solution: We have samples at our dispatch for you to view or try on etc, We can also take photos for you on whatapp.

-Any products and services are acquired by auction or clearance sale (such as bidorbuy auctions)

-Any deposit paid for item that customer wants us to order or custom make.

-Any custom made, custom ordered, alternated, modified items where the products are personalised or made to the customer's specifications

-Any services which commenced with the customers consent

-Where the products are perishable or will expire rapidly

- The product is a voucher of any kind

It is the customers' obligation to maintain the hair correctly with the correct products. If you are not sure, please contact us for advise on every hair type.

Disclaimer of Warranty

The contents of this site are provided "as is" without warranty of any kind, either expressed or implied, including but not limited to warranties of merchantability, fitness for a purpose and non-infringement.

The owner of this site, the authors of these contents and in general anybody connected to this site in any way, from now on collectively called "Providers", assume no responsibility for errors or omissions in these contents.

The Providers further do not warrant, guarantee or make any representation regarding the safety, reliability, accuracy, correctness or completeness of these contents. The Providers shall not be liable for any direct, indirect, general, special, incidental or consequential damages (including -without limitation- data loss, lost revenues and lost profit) which may result from the inability to use or the correct or incorrect use, abuse, or misuse of these contents, even if the Providers have been informed of the possibilities of such damages. The Providers cannot assume any obligation or responsibility. The use of these contents is forbidden in those places where the law does not allow this disclaimer to take full effect.

Our Rights

We reserve the right to:

1. Modify or withdraw, temporarily or permanently, the Website (or any part of) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Website; and/or
2. Change these Conditions from time to time, and your continued use of the Website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using the Website.
3. We will use our reasonable endeavours to maintain the Website. The Website is subject to change from time to time. You will not be eligible for any compensation because you cannot use any part of the Website or because of a failure, suspension or withdrawal of all or part of the Website due to circumstances beyond our control.

General

From time to time we may require third party vendor participation. In such instances the third party vendor's terms will apply. It is your responsibility that you understand all those terms.

Our website may contain hyperlinks to external websites. By making these available, we are not in any way whatsoever endorsing the products and/or service or terms their website and its contents may have.

You agree that if our claim against you exceeds the jurisdiction of the Magistrate's Court we may still elect to sue you in that Court.

*Any favour or concession that we may make will not affect any of our rights against you.

You must pay all our expenses including legal fees on an attorney own client scale in recovering any amounts that are owed by you.

These terms are governed by South African law.

We are not responsible for any loss, service interruption or delay resulting from circumstances beyond our reasonable control, such as power cuts or a failure, malfunction or delay in an electronic data terminal, point of sale device, ATM, network or other system.