



Return/Exchange /Credits Policy

CK Salon Solutions 6625 S. Valley View Blvd, ste 404 Las Vegas, NV 89118

We hope you like your purchase(s); if for any reason you are not completely satisfied with your purchase(s), you may return your original product(s) **within 15 days of the purchase date. Does not include Non-Returnable Items.**

RETURNS - How It Works

We understand sometimes a shipment may become damaged in transit. Please contact Customer Care within 5 business days for assistance with returning the product.

- We Do Not offer **CASH REFUNDS**, CKSS will provide a credit on file if returned within the 15 days of the Original Purchase date.
- Used product returns must be ¾ % full to be accepted.
- CKSS will not except product returns/credit with any product having a label or sticker on them
- Any & All Product(s) that are Returned Must Include a ***Copy of your Original Invoice.***
- Returns are subject to a 15% restocking fee.
- Return Shipping Costs are the Customer responsibility unless other arrangements have been made by CKSS
- Returns could take up to 10 business days to Process.
- All Returns are subject to system verification and/or approval by CKSS management.

CREDITS – How it Works

Credit given will be on Returns, Damage products or Incorrect orders. No instant credit is given until the following has been completed for authorization by CK Salon Solutions

How To Receive Credit.

- You must contact CK Customer Care within 10 days of received product.
- Customer Care will contact your sales consultant to pick up and review the product to be shipped back to CKSS.
- Once product is returned to CKSS, we will submit the credit to be issued and send you a Credit Memo via Email.

Returns or Damage Products.

- Customer should send a picture to CKSS customer care at: info@cksalonsolutions.com
- Once product is received by CKSS, you will receive a Credit Memo via Email
- Credit can then be applied to your next order.
- Credit issued could take up to 15 business days or sooner to process.

Hair Extension Refunds or Exchange

EURO SOCAP EXTENSIONS: *Refunds & Exchanges are available only for unused and unaltered products.*

Once a product has been used or package opened no refunds or exchanges will be given.

Because of the variables in application and care of hair extensions it is not possible to guarantee how long extensions will last. Euro So.Cap USA recommends practicing application techniques and following all care instructions for best results.

Returns: All full price hair extensions, adhesives, kits and hair care products can be accepted as a return within 15 days after receipt of order provided, they are unused or altered and in their original packaging. Returns must be received before sending replacements.

Non-Returnable

- 15 days from date of purchase.
- Salon Retail Intros, Promotions
- Color Intros. (Maximum of 6 tubes may be exchanged within 15 days from date of purchase).
- Product with sticker pricing or labels attached.
- Clearance or Discontinued items (final sale).
- Product not in resalable condition.
- Salon Tools; Need to contact the manufacture.
- Education tickets.
- Gift Certificates/Cards.

Shipping Errors/Damages

If CKSS made a shipping error or you received a damaged product, Contact our *Customer Care Team* with in 3 business days.
At: **702 940 9628**.

Please do not contact your Sales Consultant, our customer care can help you much faster than your sales consultant .

*We thank you for supporting our business.
CK Salon Solutions*