

XDhair



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Company Information



FAQ

Q1: How many pieces do I need?

A1: Usually, it takes 3-4pcs to fully install a head. And according to the length of the hair, normally we would highly recommend you to purchase one more piece when the hair length is over 16 inches.

Q2. Quality?

A2. Completely 100% virgin hair without any mix. Some clients may talk about the dry ends when they receive the hair, we would like to clearly state that it's perfectly normal for human virgin hair to appear in this way, for it just loses the nutrition and health care for some time. Here's how you could do with this: nursing it with some hair oil or other conditioners. There will be no negative effects on the quality of hair.

Q3.Tangle free?

A3. Commonly, hair extension may get tangled due to dryness, build-up of oil and dirt, using of salt water or chlorine and not combing for some time. Make sure to wash and condition your hair at least once a week, and if possible, twice a week would be better. You may use hydrating drops or consult your stylist for further suggestions.

Q4. Shedding?

A4. Dear friend, all hair gets shedding; it's just the difference of more or less, even our own hair sheds, right? All of our hair weft is double layers and machine made, usually, its weft is neat enough, however, since you would cut it into pieces before installation. But just seal the weft again it will be strong enough.

Q5. How long does it last?

A5. The hair can last for quite long time depending on how you maintain it. Treat it like your own hair and take good care of it for longer life span. Many clients prefer Brazilian hair as it is beautiful and unprocessed which makes it can last any longer than any kind of hair.

Q6.What kinds of hair health care products you should use?

A6. Use high quality shampoo and conditioners which will be able to make your hair soft and shiny. Try to use some gel and spray styling products to keep your hair in its style. And olive oil would be a good choice to make your hair healthy.

Q7.Why do the colors seem not to appear exactly in the way as the pictures and descriptions suggest?

A7. Many clients may complain about the color differences when receiving the hair. However, dear, please take this into consideration that all of our products are virgin human hair which means that they come in their very natural state-beings without any processing, and the color of hair from a person's to another's may be different in some slight way. And the pictures shown on the descriptions are just some samples of the products. Therefore, we cannot guarantee that each piece of hair's color will look exactly the same, but we'll devote our utmost to avoid this kind of issues. Thanks!



Deep Condition

Once a week, carefully put your extensions in lukewarm water and apply a bit of conditioner all over. Leave for around 20 minutes then rinse and let dry naturally - using a blow dryer will damage them if used too much. If necessary, put the dryer on a cool setting (almost as if it was wind) .



Keep Ends Trmmed

As careful as you are, your human - hair extensions will most likely get split ends. To avoid letting the damage move up the hair shaft, trim the ends every 6 - 10 weeks. You can do it yourself using salon scissors, or go to a hairstylist.

FAQ

Q 1: What's Virgin Hair ?



Raw Material



Virgin Hair



No Dyed



No Acid Bath



Payment Methods



Instant payments are very important,the earlier you pay,the sooner you will get the item. if you have any problems on making payment, Please contact us as soon as possible.



Shipping

1. We ship to Aliexpress's address ONLY. Please make sure your address in Aliexpress is matched with your shipping address before you pay.
2. In order to deliver your package quickly and accurately, please kindly left us phone number when you pay, appreciated!
3. We strive our best to provide you the most reliable, affordable way of shipping service. But sometimes international delivery is highly depended on the Courier Company and local customs policy. If you do not receive your item on time, please contact us immediately for further assistance. Thank you for your understanding.
4. Import duties and other charges are not included in the item price and freight. These charges are the buyer's responsibility. Please confirm with your country's customs office the tax policy. As usual,we will declare low value and remark gift or sample to you so that you can avoid high tax.If you have other demands,please contact us when you place an order.

Return

1. This item is covered by three months warranty. If you're not pleased with your purchase, we'll be happy to make an exchange or refund in 7 days.
2. For any exchange or refund, we need the product must be in its original condition, including the box, and all the accessories. Buyers is responsible for the returning shipping cost .
3. Please contact us before you return the item, we will offer you the right return address.



Feedback

1. Our goal is to make sure you have a pleasant shopping with us.
2. If you are satisfied with the purchase and our total service, your comment is very important to our business success. Please take a minute to leave us a positive feedback with an overall Detailed Selling Rating of 5.
3. If you are not satisfied with your purchase in any way, Please give us the opportunity to resolve any problem. We understand the concerns and frustrations you might have, and will try our best to resolve the issues.