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Company Information

Shipping

UPS FedEx® DHL WORLDWIDE EXPRESS

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!