

### **TERMS & CONDITIONS OF SALE**

New Image and On Rite accept American Express, MasterCard, Visa, Discover, company checks, money orders, wire transfers and cash as forms of payment in United States currency (USD). We retain the right to decline company checks for payment on any account with a history of returned checks (due to insufficient funds or stop payment).

1. A fee will apply for each returned check due to insufficient funds or for stopping a payment.
2. Custom hair replacement units require a minimum deposit of 50% of the total order. The remaining balance for each custom order must be settled before shipment. Likewise, settlement of the balance for stock hair systems and accessories is required before shipment.
3. Full payment is required for all special stock at the time of order.
4. Back orders for stock units require a minimum deposit of 50% of the total order amount (subject to restrictions).
5. Customers who spend at least \$2,500 monthly are eligible to apply for credit. For further details, please reach out to our accounting department.
6. We retain the right to terminate credit terms for accounts which demonstrate overdue or delinquent payment behaviors, or those failing to meet a minimum monthly purchase of \$2,500. Additionally, we have the authority to modify credit terms on accounts as needed.
7. If a credit card payment is declined, the order will be placed on hold until the deposit can be collected. Customers will be responsible for any additional shipping costs due to this issue.
8. Our primary shipping carrier is UP Through UPS, we can offer Over-Night, 2nd-day Air, 3rd-day Air, and Ground shipping services. You may request alternate shipping service (via USPS Express Mail, or Federal Express) on any order pre-paid prior to shipping.
9. New Image and On Rite guarantee all Overnight and Florida Ground deliveries for in-stock hair systems (where received by 4:00 pm EST) will be processed and shipped the same day by UPS service. Otherwise, shipping will be free. If there are delays due to weather or beyond our control, freight is non-refundable.
10. All shipping and insurance charges imposed by the carrier are the responsibility of the customer. All carriers calculate total shipping charges based on type of service and dimensional weight (size of package). New Image and On Rite charge a handling fee of \$5.85 per package, which is added onto the total shipping charge.
11. Reshipped packages will incur added freight charges on the invoice. Customers will be responsible for any fees associated with UPS redirecting a package to a different address.
12. New Image and On Rite reserve the right to apply a delinquency charge of 10% for all accounts 30 days past due and 15% for accounts 60 days or more past due.
13. Wire transfer fees are the responsibility of the customer if the amount transferred is under \$2,500 USD.
14. Goods are shipped "FOB Place of Origin." Buyer assumes ownership of the shipment when the carrier picks up the goods for delivery.

### **GUARANTEE – HAIR REPLACEMENT UNITS**

New Image and On Rite hair replacements come with guarantees against manufacturing defects. The warranty starts from the day the unit is invoiced. **Please note there are no guarantees or refunds for any factory chemical perms on custom units. No refunds will be issued for orders made per the custom order form. If the unit was incorrectly manufactured by the factory, it will be remade to match the original order specifications from the order form or sample at no charge.** Fit is not guaranteed when a proper mold is not included.

PERMANENT HAIR ATTACHMENTS OR EXTENDED WEAR HAIR REPLACEMENTS ARE NOT GUARANTEED AGAINST HAIR LOSS AFTER ATTACHMENT IS ATTEMPTED OR COMPLETED. In addition, guarantees on **all NX-Gen, XTS and Edge family of hair replacement systems** are void if the NX-Gen 4-Step Application Kit was not used or was not used as instructed. **All V-Loop hair replacement system warranties for hair loss become void once the unit has been installed.**

### **RETURN – HAIR REPLACEMENT UNITS**

No refunds or exchanges are available for Clearance & Final Sale items. Customers must contact us for authorization from New Image and On Rite for returning hair replacement units. Specific tracking details will be provided upon approval. It is at the full discretion of New Image and On Rite for identifying manufacturing defects, improper installation, and inadequate care of units for all returned hair replacement units. Before making decisions regarding customer credit, product exchanges, or repairs, all relevant factors are carefully assessed. Customers are responsible for product returns, and only New Image and On Rite have the authority to determine the resolution of any of these related issues: • factors attributable to misuse improper • installation • chemical or physical alterations (for example, incorrect "perms", coloring, etc.) • accidents or mishandling while in the possession of the client.

**Custom:** Returns for any New Image or On Rite custom hair replacement unit must be made within 30 days of the purchase date. Furthermore, the following details must be provided for each unit: • the original custom order form • any original client hair samples • any original mold or design material.

**Stock:** Any requests for returns must be made within 30 days from date of purchase. To request a return of any New Image or On Rite Stock hair replacement unit, it must be in original condition and packaging.

Returned units not in original packaging or condition will: • incur a \$25 fee if not in original packaging and/or • incur a \$50 fee if the hair needs to be restyled.

A return request for a stock unit is only acceptable if the item has not undergone any processing such as: • cut • styled • worn • stored incorrectly • any other processing that alters a unit's normal characteristics as manufactured.

### **REPAIR – HAIR REPLACEMENT UNITS**

Hair replacement units should undergo a thorough cleaning and conditioning process before being sent for repair. Adding hair to specific areas of used units during repair may alter the original shape of the unit, and therefore, this outcome is not guaranteed.

### **OTHER LIMITATIONS**

- Unused tape rolls, strips, wet-line products, and other accessories (excluding hair replacement units) can be exchanged or credited within thirty (30) days of purchase if they are in their original packaging. Damaged items should be promptly returned in unused condition.
- Declined deliveries can be resent upon request. However, customers will be responsible for both the initial and extra delivery fees.
- Unused hair extensions in their original condition and packaging are the sole acceptable returns.
- Refunds and exchanges are not available for marketing collateral such as brochures, posters, DVDs, ad slicks, and videos.

If you have any questions or concerns regarding this policy, please reach out to your Sales Manager at New Image or On Rite.

**\* New Image and On Rite reserve the right to revise these Terms & Conditions of Sale at any time and without prior notice.**

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