

TERMS OF SALE

1. Return Policy

Hair Box (“HB” or the “Company”) does not offer refunds, but does offer exchanges within 2 weeks of the purchase date should goods be received as damaged, with a photo picture or video showing proof of damage. All proofs must be sent to hello@hairbox.ca within 2 weeks of the purchase date. HB is not responsible for any shipping charges or any additional charges for returned items. All shipping costs, including returns costs are non-refundable.

3. Payment Information

Credit Card Payments

- HB accepts MasterCard and VISA via third party providers such as PayPal and Stripe.

Charging Your Credit Card

- As soon as your order is processed, the order total is applied to your credit card as a pre-authorization payment. Once the order is shipped, delay in the shipment or installation will not relieve you of your obligation to accept any charges for the particular transaction. Please note that a cancellation of your order cannot be guaranteed once it has been invoiced or shipped.

Payment Disputes

- HB may go for litigation in the case of payment disputes. If your credit card company refuses payment, the shipment may be delayed, or cancelled. Additionally, any sums that you owe us from any amount due to you may be deducted and HB will be entitled to reasonable costs that are incurred for collection, including legal fees.

Credit Card Security

- Credit card security is of utmost importance to the Company, and we appreciate the care that our customers take about their personal and critical information. The Company does not store credit card numbers(s) on customer profiles. This party independent providers are used that may store your credit card information in order to process recurring monthly subscription payments. Monthly subscriptions may be cancelled at any time by you within 30- days written notice to hello@hairbox.ca.

4. Shipping and Shipping Charges

Provided your orders are in stock, we will ship your orders within three to five business days, post the receipt of your order and credit card verification. We ship all our orders via our shipment employees, independent contractors including third party providers such as Canada Post, UPS, Fedex or Purolator from the HB warehouse closest in proximity to the delivery address. You should receive an email confirmation once your shipment has left our facilities.

The estimated delivery date (“EDD”) is calculated based on which orders are received Monday to Friday, holidays excluded. The Company does not ship or deliver any orders on holidays and weekends. Moreover, HB cannot guarantee the delivery date and time for any order, and cannot be held responsible for delays in shipping due to weather or acts beyond our control.

The purchaser is also responsible for making sure that the shipping address entered is a secure address. The Company cannot cover the cost of lost or stolen packages, nor can it interact with the shipping company to locate your lost package, if the tracking information says it was delivered or is en route to the shipping address. Shipping and handling charges are not refundable. Return and defective replacement shipping fees are the customer's responsibility.

Additional Standard Shipping charges may apply based on rural locations.

5. Sales Tax

The Company collects sales tax from customers as is required by the with the Provincial and Federal legislation of Canada.

6. Prices

The prices listed on the HB Site for a particular subscription and/or product is the price that the subscription and/or product is available for, at the time the order is received. Prices are changed from time and time. It is also possible that there is an error in the pricing of a particular subscription and/or product in which case the charge that appears on your final invoice will be correct. Any prices that appear online will be overridden by our system in which case the amount preauthorized on your credit card may vary from the final checkout/invoiced amount. All prices are in Canadian dollars. The prices on the HB Site are exclusive of sales tax and shipping charges, unless promotional free shipping and sales tax is included as indicated on the Site.

7. Limitations of Company Liability

HB will not be liable for any special, indirect, consequential damages that are a result of the use or inability to use this site, or from the purchase and use of products available on the HB Site. This is true, even in the case that HB representative has been advised of the possibility of such damages. The total liability of HB and Damages for all damages, losses, and a cause of action (in tort, contract or legal theory) shall in no event, exceed the amount that you paid for the product purchased on the site.

8. Governing Law and Jurisdiction

These terms are in accordance with the laws of the Province of Ontario, and are exclusive of its choice of law rules. The courts in York Region, Ontario have the sole jurisdiction and venue of any legal proceedings.

If any of these provisions are held by a court of law, or other tribunal with competent jurisdiction to be unenforceable, these provisions shall be limited, or eliminated to the minimum extent necessary. These terms shall remain in full force and effect otherwise. The prices, product descriptions and other illustrations can be changed at any time, without prior intimation. The inventory of some items limits itself to the amount of supply in hand and we will provide the ordered product only if the stock is available – regardless if the order is placed on the website.

For information about the use of any critical and personal information provided to HB when you use this Site, please review our [Privacy Policy](#).