



Shipping & Return FAQs

SHIPPING TIME FRAME

Please note all medical wigs are made to order. Once customer measurements are verified, please allow up to 60 days for customization of units. Customer will receive an email notification when a medical wig is ready to ship or be installed in person. Customer will have the option to pay an additional amount to select expedited shipping, however, this would be after the 60 day waiting period for medical wig customization and payment is satisfied. Royal Treatment Hair Restoration Center is unable to guarantee an expedite timeframe for medical wigs that are purchased through insurance.

CAN I RETURN MY MEDICAL WIG?

Due to the nature of the products we sell, returns are not accepted under any conditions. However, exchanges or requests for alteration may be considered based on certain criteria. See **CONDITIONS FOR AN EXCHANGE OR REQUEST FOR ALTERATION** for more information on alternatives to initiating a return.

CONDITIONS FOR AN EXCHANGE OR REQUEST FOR ALTERATION

Due to the nature of the products, we sell, exchanges or requests for alteration can only be accepted based on the following conditions:

- Incorrect item received
- Medical wig not customized per original customer request (length, color, styling preference).

Please note all requests for customization must be made at the time of the consultation. Once a medical wig is constructed, it cannot be altered.

All items must be received by the company for exchange in its original, factory condition, which means unaltered, unworn, no damage noted and with original packaging intact. Due to infection prevention and control concerns, we do not accept opened items for return.

For any other issues, please contact us at rthrcenter@gmail.com. If the hairpiece requires restructuring or enlarging, we may charge an additional fee.

WHAT IS THE TURNAROUND PERIOD FOR EXCHANGES?

Exchanges or requests for alteration must be initiated within 6 business days of receiving medical wig. There will be no exceptions after this period. Upon receipt of the medical wig Royal Treatment Hair Restoration Center will inspect the item to sure it meets the criteria for exchange or alteration. Royal Treatment Hair Restoration Center will then provide a timeline regarding when the medical wig will be exchanged, altered and ready for re-delivery.

DO I HAVE TO PAY FOR THE SHIPPING OF MY RETURN?

The customer is responsible for all costs associated with initiating an exchange or request for alteration. We recommend that you send your item with a tracking option and delivery confirmation.

MAY I RETURN MY MEDICAL WIG WITHOUT INITIATING CONTACT WITH THE COMPANY TO DISCUSS NATURE OF THE RETURN?

Please note that refunds for merchandise returned without contacting us for prior approval will not be honored.

IS THERE A CUSTOMER CARE CONTACT?

Please feel free to send an email to rthrcenter@gmail.com with your question or concern. Please allow up to 48 hours for a response.