



Block 7, Ground Floor
Burnside Island Office
Park
410 Jan Smuts Avenue
Craighall
2196

Return policy

Hair Clinic International does not accept returns or exchanges or offer any refund unless the item purchased is defective and within the warranty period (where applicable), and in its original packaging.

Returned goods must be:

- In its original packaging; and
- In its original condition

Certain conditions and exemptions apply:

No returns will be accepted if:

- Goods have been altered in any way; and
- There is a health risk attached
- Due to public and food safety regulations.

Retail products cannot be returned due to the fact that a customer had a change of mind in respect of the particular purchased item, this is due to public and food safety regulations.

If you receive a defective item, please contact us at 0110407500 with details of the product and the defect.

You can send the item you consider defective to:

Block 7, Ground Floor
Burnside Island Office Park
410 Jan Smuts Avenue
Craighall
2196

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are entitled to a replacement, we will replace the product.

Hair Clinic International will not refund, exchange or accept any returns on any product in the Ultimate Regrowth Laser program product range due to public and food safety regulations.