

## Delivery and payment terms

### 1. Delivery conditions

Oxygeni Hair Ltd. uses weight based shipping. Delivery takes place on working days between 8 am and 5 pm, so please provide a daytime contact address for delivery! If Express One or GLS is unable to deliver the parcel, they will leave a note and will attempt delivery again at a new agreed time. However, if the goods cannot be delivered a second time, the goods will be returned to Oxygeni Hair Ltd.

If the delivery of the goods fails due to the fault of the buyer (failure to arrange for the goods to be collected at the time specified), the seller shall be obliged to reimburse the additional costs incurred by the seller (e.g. return of the goods, re-delivery, etc.).

If you have any questions, requests or complaints, please contact us at [info@oxygenihair.com](mailto:info@oxygenihair.com).

### 2. Pickup methods

We use Express One or GLS courier service.

### 3. Shipping costs

The shipping cost is automatically added to the order amount, which is indicated when the order is placed. Your order placed on a given working day, if the product is in stock, will be delivered within 3-4 working days after the order is placed. Please note that in the case of payment by bank transfer, we will dispatch your parcel after receiving your payment. In the event that for any reason there is an obstacle to the delivery of your order, Oxygeni Hair headquarters will contact you by e-mail or telephone to make further arrangements.