

Return and Exchange Policy

Please read our Return & Exchange Policy carefully if you wish to return a product. If your request falls within our policy, we will be happy to assist you.

General Conditions

- Returns or exchanges are only accepted within 6 days of receiving the product.
- Sale or discounted orders are not eligible for return or exchange.
- To cancel your order, please email us at thewigvilla@gmail.com
- A valid reason must be provided for the return or exchange.

Products Not Eligible for Return or Exchange

- Products that have been coloured, chemically treated, or damaged due to styling where the lace or hair has been cut, or products have been applied to the unit such as glue or hair products
- We strictly do not accept any requests for returns or exchanges on customized products.

Return Process

1. Initiate Return/Exchange: Provide your reason and attach a picture.
2. Approval: Our team will review your request; it undergoes a quality check (QC) to ensure it is in original condition. If eligible, we will approve the exchange or refund

Refund

- WE offer bank refund. If the terms above are met.
- Most banks usually take 3-5 business days to process the return, however, it could take up to 7 business days to reflect in your account.