

Returns

If you are unhappy with your purchase, please return it to us in good condition within 15 days. PLEASE COMPLETE THIS SECTION IN FULL AND PLACE THIS LEAFLET INSIDE THE BOX WITH THE ITEM YOU ARE RETURNING. BLOCK CAPITALS PLEASE:

Name _____ email: _____
Address _____

Post Code _____ TEL. No. _____

Order No. _____ Account No. _____

EXCHANGE
I enclose STYLE NAME _____ COLOUR _____
Please EXCHANGE FOR STYLE _____ COLOUR _____
OR alternatively STYLE _____ COLOUR _____

The difference is £ _____
Delete as applicable: PO/Cheque attached / Use the same card#/ Please refund balance

REFUND
I am dissatisfied with my purchase
STYLE NAME _____ COLOUR _____

Please refund the purchase price in full
COMMENTS, if any: _____

Reason for return:

| | | |
|---|---------------------------------------|---|
| <input type="checkbox"/> Colour – too light | <input type="checkbox"/> Too short | <input type="checkbox"/> Arrived too late |
| <input type="checkbox"/> Colour – too dark | <input type="checkbox"/> Too Long | <input type="checkbox"/> Unwanted gift |
| <input type="checkbox"/> Style doesn't suit | <input type="checkbox"/> Poor quality | |
| <input type="checkbox"/> Not as expected | <input type="checkbox"/> Faulty | |

Please explain: _____ Please explain: _____

SIGNED: _____

Completion of this leaflet will help us to process your return more efficiently but please allow 14 days from the date of posting. thank you

Alternative Look, 171 a Church Street, Blackpool, FY1 3NX Tel: 01253 622 270

alternative look

Care Guide



IMPORTANT: Please read this leaflet BEFORE trying your wig.

At Alternative Look, all our wigs and pieces are carefully packed and wrapped to preserve their shape and style. Many of our new customers have 'judged' their new hair inside the packaging without giving it a chance to 'live and breathe' so we felt it would be helpful to explain here how to try a new wig for the first time. So please read these simple tips first.

Trying On Your New Wig

Start by holding the wig at the middle of the front hairline and give it a little shake to loosen the curls. Next hold the wig at the back with one hand each side of the sewn-in label. Tip your head slightly forward and pull on the wig from front to back just like a bathing cap. Slide it back until the front hairline just covers your own. When the two little tabs on either side rest against the temples just in front of the ears, the wig is positioned correctly. Then tuck in any of your own hair which is still showing around the sides and back.

Ensuring A Comfortable Fit

If your wig seems too loose or too tight take it off and adjust the two Velcro tabs next to the label at the back of the wig.

If your hair is very long, it is best to pin it up before putting on your wig. Make sure to arrange your hair so the bulk is spread as evenly as possible over your head.

Styling Your Wig

Your wig is amazingly easy to style because of its professionally designed construction. Gentle up and out brushing is all it needs.

Start the brush at the 'root' of the wig. Pull the brush up and out twisting it away from the face. Then lightly smooth the outer wisps of hair into place where you want them. You'll find many wig styles are versatile, they can be brushed in many different ways.

A wavy style can be brushed completely straight, curls can be left tight or loosened and softened with your brush.

Our specially constructed hairlines allow most styles to be worn on or off the face. They are very natural. However you brush your synthetic wig it never needs restyling. It will keep its shape even after washing.

Styling Pieces

Synthetic:

Do not use hair dryer, blow dryer or curling iron. Avoid excess heat. Do not brush or comb while wet.

Human hair:

Blow dryers, curling irons and other thermal tools may be used on low settings. Remember, the hair may scorch if the setting is too high.

Cleaning:

Just like your own hair, human or synthetic hair will accumulate residue through normal wear. However, you do not need to wash the synthetic hair everyday to keep consistent results.

The fibre should be washed as infrequently as possible or when you notice that the fibre appears dull. If you are wearing the hair all day, every day, you should wash them after 4-6 wearings.

Before shampooing, gently remove any tangles or teasing with your fingers or a pick comb.

DO NOT BRUSH WHEN WET

Add one teaspoonful of Natural Image mild shampoo to cold - never hot - water.

Immerse the hair and soak 3-5 minutes, then gently swish up and down.

DO NOT RUB

Rinse thoroughly twice in cold water. Dab gently with a towel to remove excess water.

DO NOT SQUEEZE OR TWIST

While still wet, spray with Natural Image leave in conditioner as it is specifically formulated for wigs and hairpieces. Dry on a towel at room temperature.

Between Wear:

Spray with a light mist of leave-in conditioner (specifically formulated for synthetic fibre) to keep your hair looking fresh and healthy.

We recommend Natural Image wig care products



Gently remove any tangles using your fingers or pick comb.

A water soluble hair spray may be used for a light hold.

Storing:

It is best to store the synthetic hair in its original container. However, you can store the hair in a plastic bag.

Do not sleep or swim while wearing your new hair.

WARNING:

Avoid exposure to excessive heat as this may damage the Fibre be especially careful when opening an oven door. Do not attempt to dye your wig

Finally

Please remember that our sole purpose is to give you the best hair, the best prices and the best service we possibly can

Contact us

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