

| Official use only | |
|-------------------|-------------------------|
| Date received | Assigned representative |
| | |

Product Complaint Form

Please note: For your form to be processed, you are required to fill out this form completely.

- You must attach a picture of the receipt with this form.
- If you have picture of the hair, please attach.
- The original item must be returned with original packaging.
- Only defected hair will be exchanged with the original receipt.
- Exchanges are accepted for 7 days from the date of the receipt.
- Items can only be exchanged in the country in which they were purchased.
- Only the items purchased from Authorized dealers (local and internet) will be accepted.

There will not be a reimbursement for the cost of hair installation.

Basic Info:

Your (legal) full name:

Your email address:

Your phone number:

Your resident city and state:

Complaint Info:

Product(s) full name:

Color:

Length:

Quantity:

Purchase Info:

Retail store name you purchased the item from:

Retail store address (minimum city and state):

Retail store phone number:

Date of purchase:

Questions:

Have you contacted the store already? If so, what was the result?

What are your complaints on the product?

Date of submission:

Once completely filled out, please email this form to: Contact@ModelModelhair.com with subject line: "Product complaint form". Your complete form will be reviewed and a representative will contact you within 7 business days from the date of this form received. If the exchange conditions are met, we will contact the beauty supply store you purchased the item from and arrange for your exchange of item. Per policy, there will not be a direct exchange with the company.