

Purchase Verification

Please be advised when purchasing on our site that you (the customer) are responsible for making sure that all selections and quantities of products or items are correct. Please review your order carefully before remitting payment. Once your order has been placed, you may not be able to make changes to the order depending on processing time. Please contact us at customer.support@alteregodiva.com immediately if you feel you have made an error on your order.

Please note, processing times vary, and some orders may be processed faster than others leaving a small amount of time to make changes. Please read all product descriptions and information carefully before purchasing. Items such as Hair bundles, closures, frontals, clip ins, pre-made units, custom units and eyelashes are non-returnable and non-refundable.

Shipping and Delivery

AlterEgo Virgin Hair Boutique uses third party contractors for the shipping and delivery of our orders. (i.e., FedEx and USPS) Once orders are shipped through shipping couriers, the orders will be processed through the courier for delivery times. AlterEgo Virgin Hair Boutique will not be responsible for delayed packages. If your package is not delivered or damaged, the shipping courier will also be responsible for damaged goods and recovery of your package. If there has been an error on our behalf, all matters may be resolved directly with the store owner.

Hair Appointments

We recommend that customers have their packages delivered successfully before scheduling hair appointments. Per our shipping and delivery policy, we will not be responsible for packages that have not been successfully delivered before appointment times. Please adhere to tracking numbers provided on your order information to schedule appointments accordingly.

Purchasing Offsite

When purchasing offsite, terms and conditions still apply. A copy of our store's terms and conditions will be sent to customers for reference and agreement. Correspondence will be exchange via email.

Offsite Purchase Payments

Customers purchasing items offsite through financial apps will be required to pay applicable fees associated with using such apps. All Cashapp purchases will be subject to a 1% markup fee in addition to full purchase amount.