

Return Policy – TrillTechniques.com

Customer satisfaction is always our top priority. Our dedicated Quality Control and Quality Assurance Teams will inspect your items prior to shipping to ensure top quality. If you're not satisfied with your order, we're happy to arrange an exchange or a refund. We're here to help — feel free to contact us if you have any issues with your order!

How to Reach Us

You may contact us by email at **RC@trilltechniques.com**. We guarantee a response within 24 hours and are always happy to help.

How to Return

All returns must be approved by our customer service team before you ship any items. Please provide your **order number**, and we will share return instructions and the correct shipping address.

All items must be returned in **original factory condition** — unaltered, unworn, undamaged, and with original packaging. The lace must remain **uncut** and the wig must be **intact**. We do not accept returned items that show signs of wear or damage.

Once your returned item is received and inspected with no issues, we will process a refund to your original payment method. *If you're requesting an exchange, please note this in your return email so we can ship the replacement item once your return is received.*

Return Period

Returns are accepted on unused, undamaged products within **30 days** of your delivery date. We can only accept returns on items that have **not been opened, worn, or tampered with**. Contact us first to initiate a return.

Return Shipping Costs

1. If the return is due to customer reasons (e.g., incorrect item ordered, change of mind), the customer is responsible for the return shipping fee. The exact cost depends on the shipping carrier you select.
 2. If the return is due to a mistake on our part (e.g., incorrect or damaged product), **TrillTechniques.com** will cover the return shipping cost.
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Return Address

Name: FT-WZJ- SK -001

IMC PRO LA Warehouse

Address: 200 E. Stanley St. Compton, CA 90220

Country: United States

Phone: 310-598-1369

When Will I Receive My Refund?

Once we receive and inspect the return, a full refund will be issued to your original payment method. Please notify us with the **tracking number** after shipping your return to ensure prompt processing.

Refunds may take **3-7 business days** to appear in your account depending on your financial institution.

Canceling an Order

Orders are typically processed within **1 business day**. If there are issues with your shipping information, we will contact you within 24 hours.

To cancel an order, please contact us within **48 hours** of placing it. If your order has not yet shipped, we will cancel and issue a full refund.

Refunds for canceled orders are processed using the original payment method and may take **3-7 business days** to appear depending on your bank.