

**ORDER ONLINE TODAY!**

# Tasha's Beauty Supplies

## How the order form works:

1. WE DO NOT SUPPLY MILKY WAY & FREETRESS PRODUCTS TO THE US AND EUROPE
2. Click on "Click here to order" and a new window will open up with an order form that you can select the products you wish to order.
3. Please note that the layout is the same as it is on the main website.
4. Only the items in stock will show up on the order form.
5. Select the product, colour and quantity. Click on PROCEED to see your Sub-Total and Order Summary.
6. To select different product types, i.e. Bulk/Braiding and Maintenance , click on the dropdown box at the top of the page, BEFORE you click on Proceed.
7. To order more than one colour , click on the 'yes' button next to 'Order additional colour', you will be presented with a list of all available colours.
8. If you decide to change your selection click on RESET and this will clear ALL your previous selections.
9. Once you get to the Order Summary page you can still change your order by clicking on the BACK button.
10. Once order is complete click on "PROCESS ORDER" and an Order Summary page will show your order plus total amount payable including freight. Here you have to enter your contact details and your payment details.
11. Click on "Confirm Order" to send your order to us, you will make your payment with this step.

## Payment options::



We accept payment by the following Methods.

- Credit Card using our Online Order Form
- Farmlands debit card, please call us to process this order
- Personal Cheque (Goods will not be shipped until clearance of cheque)  
Cheques should be made out to 'Tasha's Beauty Supplies'
- Direct credit to: National Bank Account Number 06 0701 0305827 00

NB: Any credit card information gathered on the order form shall be securely disposed off within 24 hours of your order being processed.

Non-credit card information will be kept for up to 7 years for tax reference purposes. Information will not be used in any way other than reasons relating to the order directly.

If you wish to receive notification of new products, promotions and general news on Tasha's Beauty Supplies please fill in our Contact Form and you will be added to our customer database.

## Shipping:

Orders will be sent by courier once payment has been received. Current shipping rates are valid within New Zealand only. International customers must send an enquiry via our Contact Form.

Our Shipping Charges are as follows:

- North Island \$6.00
- South Island \$6.00
- Rural Delivery \$11.00
- Saturday delivery extra \$11
- Rural Saturday delivery extra \$16

## Delivery Times:

Courier

- North and Island: Next Day (N.B. If next day is a Saturday you need to pay extra for Saturday delivery/li>
- Rural Delivery: 48 Hours

## Enquiries:

We can accept order enquiries via the following methods:

- Online via our form on the contact page
- Email: info@tashasbeauty.co.nz
- Telephone: 06 835 9667

## **Complaints:**

If you wish to log a complaint you can do so via the following methods:

- Online via our form on the contact page
- Email: info@tashasbeauty.co.nz

**We do not wish to accept complaints by telephone as we need a written record of your complaint to aid us in tracing its progress.**

When you lodge a complaint please provide:

- The reference number provided when you placed the order OR the invoice number that came with the products.
- Make sure that the complaint reaches us within 30 days of receipt of your order, if the order relates to a product you have purchased.
- Outline the complete details of the complaint.
- If complaint relates to service that you have received please state the name of the Sales Agent, date and time that you dealt with them.
- We will endeavour to respond to your complaint within 3 working days of receipt of the complaint

## **Backorders:**

If you place an order for an item that is out of stock you will be contacted and asked to confirm that you wish to place the item on backorder. If known, an ETA will be given. The price cannot be guaranteed for out of stock items, price will be confirmed upon receipt of order.

## **Returns:**

Please contact us before returning any product. Faulty goods will be dealt with under the laws of the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

- Product must have been purchased from Tasha's Beauty Supplies.
- Must be within 7 days of sales receipt.
- The product must have a manufacturing fault and the fault must not be attributed to maintenance by the client.
- Product can be returned for exchange of goods or a credit note. No Cash Refunds.

We do not accept returns if you have changed your mind or do not like the colour of a product you have received due to hygiene factors as it cannot be returned to stock. Care must be taken when choosing your products.

## **Prices & Availability:**

Although we attempt to keep the prices and stock availability details on our Web site as up to date as possible, we cannot guarantee complete accuracy. If there is any discrepancy between your order details and actual costs/availability you will be contacted with the updated details.

## **Guarantees:**

You must contact us by telephone or Mail/Email before returning any defective product explaining what the problem is. In general coverage is limited to defects in materials and/or workmanship which are apparent on inspection or during initial use.

Failures due to use beyond the recommended specifications will not be covered. Each hair piece comes with a care label that you must read carefully upon receipt. If you have any questions please do not hesitate to contact us. If replacement is appropriate, we will replacement product immediately and free of charge, subject to stock on hand.

## **Hair Extension Care Guide**

Tasha's Beauty Supplies is only the distributor of the hair extension products and not the manufacturer. We therefore cannot guarantee the manufacturing quality of the product. If however, you have adhered to the below recommendations and you experience a fault that is related a manufacturing such as shedding and extreme colour loss we will send the faulty hair extension to the manufacture. We will endeavour to obtain a refund which will undoubtedly be passed on to you, the client.