

Credit Card Authorization Form

Name _____
Phone _____ Email _____

Shipping Address: _____
City _____ State _____ Zip Code _____
Billing Address (if different) _____
City _____ State _____ Zip Code _____

Proprietorship () Partnership () Corporation How long business _____ years
Business Name _____ DBA _____
Resale Tax Certificate Number _____

Credit Card number: _____
Security code _____ Exp. Date _____
Credit Card Billing Address _____
City _____ State _____ Zip Code _____

Returns & Exchanges

Please follow the steps below when returning merchandise:

- 1. All returns or exchanges must be with the Invoice provided and must be previously authorized by Alinea Hair, within the maximum of 5 days after receiving the goods.*
- 2- The first step will be to contact our office and inform the issue, in order to alert our Shipping and Quality control Departments to expect a box from you. In this moment our agents will start a claim regarding the product issue.*
- 3. Any returns or exchanges without a previous authorization from Alinea Hair team members will be refused. All returns or exchanges must be received by our warehouse within 30 days from the date of invoice or the returns or exchanges will be refused.*
- 4- The original packing slip or invoice should accompany the returned items.*
- 5- RETURNED ITEMS MUST BE IN THE SAME CONDITION AS RECEIVED. NO CREDIT WILL BE ISSUED FOR ANY ITEMS ALTERED OR MISSING PIECES (E.G., BRUSHED, COMBED, PICKED, WORN, OR NOT IN ORIGINAL PACKAGING BOX OR BAG). ALL TAGS AND PACKING MATERIALS SUCH AS NETS AND INSERTS MUST BE INTACT.ALL COMPONENT PARTS, IF APPLICABLE, MUST BE RETURNED WITH THE ITEM(S).**
- 6- A re-stocking charge of \$8 will be charged per item returned.*
- 7- All re-shipped replacement goods are sent FOB Miami, Florida.*
- 8- In the event of a manufacture defect, we will gladly credit your account and/or send replacement goods according to the product (s) warranty.*

Warranty

1. *Alinea Hair Extensions come with a limited, 6-month prorated warranty against manufacturing defects, effective from the original invoice date. Claims that are made outside of 6 months will be rejected. Merchandise claimed as defective must be returned within 30 days of requesting a Return Authorization. The sole determination of whether the product has a valid factory defect will be made by our Quality Control staff.*
 - a-) *In the event a manufacturing defect is found, we will issue either a full credit to the account or a partial credit to the account. We reserve the right to issue a partial credit, prorated based upon factors such as length of time the extensions were worn and used and/or the length of time between the claim date and the original date of purchase.*
 - b-) *In the event a manufacturing defect is not found, the customer will receive a Manufacture Analysis Report (M.A.R.) with specific details of the chemical tests in the hair, as well as the final decision and offers available based of each case study. The customer will be responsible for shipping charges related to sending merchandise back..*
2. *Chemical processing, misuse or the removal or modification of any of the original components VOIDS the warranty and Seller will not be held responsible.*
3. *Client must purchase a replacement good during claim in order to receive the credit after inspection*
4. *This limited warranty does NOT extend to non-manufacturing defects, including;*
 - a-) *Defects resulting from physical damage of the product by customer ;*
 - b-) *Defects resulting from the improper use of the product (e.g., lifting, coloring or treating the extensions or cutting the adhesive tabs);*
 - c-) *Defects resulting from attempts to repair or modify the products;*
 - d-) *Defects resulting from failure to follow Alinea's training guides and manuals, guides on proper use and customer maintenance, and application techniques , instructions, and methods as published by Alinea Hair from time to time;*
5. *EXCEPT AS EXPRESSLY STATED ABOVE, ALINEA HAIR DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, INCLUDING BUT NOT LIMITED TO ANY EXPRESS WARRANTIES, STATUTORY WARRANTIES, AND ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT. UNDER NO CIRCUMSTANCES WILL ALINEAHAIR BE LIABLE OR RESPONSIBLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING DAMAGES FROM LOSS OF BUSINESS, LOST PROFITS, LITIGATION, OR THE LIKE), SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES, UNDER ANY LEGAL THEORY , ARISING OUT OF OR IN ANY WAY RELATING TO THE PRODUCT OR YOUR USE OF THE PRODUCT.*

Terms & Conditions

- *Alinea Hair sells only to wholesale trade.*

- Any Alinea Hair customer agrees to not repackage, not sell online, and will apply products within a professional salon environment.
- All information and forms necessary must be complete before an account can be set up. Credit card or banking forms must be filled out and signed as indicated. Any bank or commercial reference verification will take at least 3-5 business days. Not all applicants are approved.
- Alinea Hair offer same day shipping for orders paid before 1 pm, but do not guarantee. If a shipment does not get shipped on the same day, Alinea Hair is not responsible for a freight credit or upgrade as the service is not guaranteed.
- If an error is made as a result of inaccurate or obsolete information, Alinea Hair will not be responsible for the mistake.
- *Please be advised that each order will be processed on reception of customer's confirmation via email, or message, or Whatsapp after purchase.*
- **If your credit card is declined, please expect a delay in shipping.**
- *All shipments are FOB Miami, Florida. Alinea Hair does not guarantee third party shipping services such as UPS, FEDEX or USPS, ect. We will assist our customers in any deficiency in third party shipping services, but not take any responsibility for any issue occurred from those companies. All orders shipping within USA are therefore insured for the value of the shipment by the third party service.*
- *We are committed to protect your privacy. Your personal information is protected and strictly restricted to the use of our products (purchasing orders and to open a professional account.).Our collection of your salon information and cosmetology license number ensures that we are providing information available only to industry professionals. We never share this information with any other party.*
- Name of Card holder _____
- Individuals Authorized to Incur Charges, if applicable _____
- Signature of Cardholder _____

By signing above I authorize Sinevia International Inc. DBA Alinea Hair (Alinea Hair) to charge my credit card as directed and within their policies. I may ask Alinea Hair to charge some other different credit card(s) than what is on file and within their policies. I affirm that I will take responsibility for such charges. I also authorize Alinea Hair to allow the authorized individuals above (if applicable) to incur charges on my behalf. I further agree to the Sale and Shipping Terms and Return Policy above. I'm aware that Alinea Hair may alter their policies at any time without notice.