



IMPORTANT INFORMATION REGARDING ORDERS

Processing time before shipping is 3-5 business days. If your order does not arrive within 2-3 days of the estimated delivery or delivery date, please feel free to contact us with your order number and we'll be happy to look into this for you.

RETURNS

For Safety and hygiene purposes and due to the nature of our products (hair care) we are unable to offer refunds, returns, or exchanges for our products. ALL SALES ARE FINAL. NO RETURNS OR EXCHANGES. Please note, we reserve the right to refuse all returns, reshipments, and refunds. In the unlikely event that a product arrived damaged or defective the customer must contact customer service at amirahsbeautyempire2021@gmail.com within 48 hours of receipt. Customer must include photos of the issue and a screenshot of your order confirmation email. If you received an incorrect item, please provide us with your order number along with a photo of the incorrect item you received.

Please double check your shipping address before checking out. We cannot accommodate address changes. You will have to file a claim with the shipping carrier that is on your tracking information.

LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at amirahsbeautyempire2021@gmail.com

LOST/STOLEN SHIPMENTS

- First, verify the shipping address listed on your order confirmation email.
- Look around the delivery location for your package.
- Check your mailbox or wherever else you receive mail. Some packages travel through multiple carriers.
- Wait 48 hours. In rare cases, packages may say delivered up to 48 hours before arrival.
- In the event your order is still showing "In Transit" or has not arrived for more than 15 days, please contact us at LOST/STOLEN SHIPMENTS

- In the event your order is still showing “In Transit” or has not arrived for more than 15 days, please contact us at amirahsbeautyempire2021@gmail.com and we can do our best to help you file a claim.
- Please note, we are not responsible for stolen or lost packages or items ordered with the incorrect address.
- Please file a claim directly with the shipping carrier to obtain any photos or other shipping details to help identify or find the missing package. and we can do our best to help you file a claim.

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