

1. Hair Shedding - Why are some hairpieces shedding hair after using several weeks? How to verify whether the knots are open or broken?

Some units are complained because of hair shedding after a few weeks wearing. We found the main reason after a lot of investigation. If the hairpieces are not cleaned completely, the sweat, tape, glue and remover will in the hair knots and corrode the knots quickly, just 3 or 4 weeks, the hair would be damaged badly. There is an easy way to check the reason of shedding, if the shedding is only happened on lace area, PU area is no shedding, it must be the corroding issue. So, we suggest the clients to clean the hairpiece completely each time.

When the workers knot the hair, there are much hair attached on the base, but no knots, after finishing the knotting, usually, the workers comb the hair to remove the hair with no knots, but sometimes, they leave it out, so when customers get the hairpiece, there are much hair shedding. This absolutely normal and to avoid this you can comb the hair slightly.

If the knots are open, the shedding hair will be longer as there is 4" return hair, if the knots are broken, there is no reversal, the hair will be same length as you have cut it into.

When you wear the hairpieces, wash it often with better shampoo, and clean thoroughly the adhesive remover then dry and comb the hair slightly.

2. Hair color - Why does the hair color not match my requirement?

Different factory has different color chart, if you are strict with the hair color, we suggest that you can order a color chart or send your hair sample to the factory before starting the production, and then the factory can make the color (copy the hair sample) exactly.

3. Density - Why is the hair density much thinner than my requirement?

Different factory has different density standard, some factories have thicker density, but some factories have thinner density, for example, some factories make 120% as thinner density, but some factories make 120% as heavy density. So, we suggest that confirm the density by factory's density chart before starting the production or send your samples then you will know well.

4. Wave and Curl - Why is hair root difficult to be curled?

Usually, when you get the hairpieces, you will find there is no curl in the root hair, because we will make the curl before knotting, when the workers knot, the hair will be pulled back and forth, especially the root part, it is easy to be pulled straight, after finished the knots, then keep the shape in dryer oven, after you get the hairpiece, you can wash the hair, then the curl will come out.

5. Delivery time - Why do the suppliers delay the delivery?

All of the hairpieces are hand-made, not machine-made units, so there are some uncertain factors when the workers make the hairpieces, for example, holidays, workers' emergency, and many others. Now the Chinese aging is more and more serious, and young people are not willing to make hair, So Chinese factories have to find some processing sites in North Korea, which has lower labor cost, so, the delivery time is a little longer.

6. Return the hairpieces - Why are the suppliers not willing to accept the returns?

Normally hairpieces are custom made systems. If return back, it is hard to sell again. And the biggest barrier is that it is hard to verify who should take the responsibility for the mistake. And the shipping cost is much higher, about \$50-\$60 by FedEx or UPS, so most suppliers are not will to accept the returns.