

FAQ

1. What types of products do you offer?

We offer a wide range of hair products, hair accessories, slimming girdles, eyelash extensions and more.

2. How can I place an order?

You can place an order directly on our site by adding the desired products to your cart and following the payment instructions.

3. What payment methods do you accept?

We accept several payment methods, including credit cards, PayPal, and other secure methods.

4. How can I track my order?

After placing your order, you will receive a confirmation email with a link to track your shipment.

5. What is your return policy?

We accept returns within 7 days from the date of receipt, as long as the items are unused and in their original packaging. Returns are at your own expense. Please see our [Return Policy] for more details.

6. Do you offer samples or promotions?

Yes, we occasionally offer free samples and promotions. Subscribe to our newsletter and our social networks instagram, tiktok, facebook to be informed of the latest offers!

Do wigs have built-in elastics?

Yes, our wigs are equipped with a built-in elastic, allowing for an optimal fit for increased comfort.

8. Can I change or cancel my order?

You can change or cancel your order as long as it has not yet been shipped. Contact our customer service as soon as possible for any inquiries

9. How can I contact customer service?

You can contact us via our contact form on the website, via the Whatsapp link accessible on the website, or by email at contact@jahairstyle.com. We will endeavour to respond as soon as possible.

10. Can you cut tulle?

Yes, we can cut the tulle on your wigs, but please note that the return of these will no longer be possible after this operation. Join us on TikTok (jahairstyle) for a tutorial on how to cut lace.

What is the difference between full lace and front lace?

The full lace covers the entire head with hair tied one by one, while the front lace has hair tied only at the front, the rest being machine-sewn weave bands.

What types of tulle are available?

We offer several types of tulle, from the most invisible to the least invisible. Ultra HD Plus is the most discreet, but also the most expensive. The 13×6 offers a wider tulle for a deeper parting, available in classic and Ultra HD we also have the tulle in 13×4 then 13×2.

13. What if the product I want is not available?

Call us at 00393289705026 or via WhatsApp so that we can inform you or redirect you to other similar options.

14. What if I didn't receive the right size or color?

Contact us at contact@jahairstyle.com with your order number, and we'll solve the problem as soon as possible!

15. What is a lace wig?

A lace wig is an undetectable wig, where the hair is tied one by one on a light and breathable tulle. It is designed for a natural effect, allowing you to achieve all hairstyles as with real hair.

16. Can I wear a lace wig if I have alopecia?

Yes, the lace wig is especially suitable for those who have no hair left due to alopecia. The lace wig is an ideal solution for people suffering from hair loss, as the tulle it is made of is specially designed to be undetectable on the skin, providing a natural and realistic look.

It allows you to customize your look with different styles, lengths, and colors. The lace wig is versatile and secure for everyday use, providing comfort, naturalness, and style.

17. I have an abundance of hair, is it possible to wear a lace wig?

It is possible to wear a lace wig with a lot of hair, flattening or braiding it for an authentic result. Opt for a slightly larger wig if necessary.

- ◆ Choose a lace wig taking into account the color and texture of your hair.
- ◆ Maintain it carefully to avoid knots and damage.

NB: Consult us via our social networks for personalized advice on its choice and maintenance.