**Terms and Conditions for Custom Orders**

**1. Order Confirmation and Payment**

* All custom orders require full payment to made within 48 hours of you receiving the invoice for the order.
* Orders will only be processed upon receipt of the payment.

**2. Customization Details**

* Customers must provide accurate and detailed specifications for their custom orders, including but not limited to hair colour, length, texture, and cap size.
* Any changes to the order specifications must be made within 24 hours of placing the order. Changes requested after this period may incur additional charges.

**3. Production Time**

* The production time for custom orders is typically 2-3 weeks. This timeframe may vary depending on the complexity of the order and current demand.
* We will provide an estimated delivery date upon order confirmation, but we cannot guarantee exact delivery dates.

**4. Cancellations and Modifications**

* Custom orders cannot be cancelled once production has begun.
* Modifications to custom orders after production has started are subject to additional fees and may extend the production timeframe.

**5. Returns and Exchanges**

* Due to the personalized nature of custom orders, we do not accept returns or exchanges unless the product is defective or not made to the agreed specifications.
* In the rare event of a defect or error, customers must notify us within 7 days of receiving the product. We will assess the issue and provide a resolution, which may include repair, replacement, or partial refund.

**6. Shipping and Delivery**

* We are not responsible for delays caused by shipping carriers or customs.
* Customers are responsible for any customs duties, taxes, or fees associated with international shipments.

**7. Care and Maintenance**

* Proper care and maintenance are essential for the longevity of your custom wig. We provide detailed care instructions with each order.
* We are not responsible for damage caused by improper care or misuse.

**8. Liability**

* Our liability is limited to the value of the product purchased. We are not liable for any indirect, incidental, or consequential damages.

**9. Disclaimer**

* While we strive to achieve results as close to your specifications as possible, we cannot guarantee that the final product will be exactly the same. Each custom wig is made entirely from scratch, and slight variations may occur.

By placing a custom order with Wig Connoisseur Ltd, you agree to these terms and conditions. We appreciate your understanding and cooperation, and we look forward to providing you with a beautifully crafted custom wig.