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Oliver Finley Academy of Cosmetology
www.oliverfinley.com

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Oliver Finley Academy of Cosmetology

6843 N. Strawberry Glen Rd

Suite 140

Boise, Idaho

83714

Attn: School Director

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Contact Information:

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Glen Rd Suite 140 Boise, Idaho 83714|208.658.1115 Kurt
Foote: kcf@oliverfinley.com Eric Holley:
eric@oliverfinley.com

SHIPPING POLICY:

Order Processing:

Normal order processing can take between 1-3 business days (Monday – Friday).

Shipping Delivery

The following shipping methods are available, Standard Ground (5–7 business days), Ship to Store (5-7 business days), Second Day (2 business days) and Next Day (1 business day). Business days do not include weekends and there is no weekend delivery for any shipping method. Some items cannot be shipped using Second Day or Next Day due to size, weight, hazardous materials and delivery address. These items will only have Standard Ground or Ship to Store available. Currently, we do not ship to U.S. Territories, APO/ FPO, Canada or other international addresses. Please note that orders could arrive in multiple packages.

Standard Ground:

Orders delivered within the 48 contiguous states should arrive in 5 – 7 business days depending on delivery location. Orders shipped to Alaska and Hawaii will take an additional

2 – 5 days for delivery and are subject to an additional \$15 delivery fee.

Ship to Store:

Orders delivered within the 48 contiguous states should arrive in 5 – 7 business days depending on delivery location. Orders shipped to our Alaska stores will take an additional 2 – 5 days for delivery.

Second Day:

Second Day is only available to our customers who ship orders within the 48 contiguous United States. Second Day delivery orders will be processed on the same day if they are placed by 12:00pm MT on a business day, and should arrive in 2 business days. Orders placed after 12:00pm MT will be processed on the following business day, and should arrive in 3 business days. All orders must have a valid street address (no PO Boxes). Not all items are eligible for expedited delivery. This method is not available for Alaska or Hawaii.

Next Day:

Next Day delivery is only available to our customers who ship orders within the 48 contiguous United States. Next Day delivery orders will be processed on the same day if they are placed by 12:00pm MT on a business day, and should arrive in 1 business day. Orders placed after 12:00pm MT will be processed on the following business day, and should arrive in 2 business days. All orders must have a valid street address (no PO Boxes). Not all items are eligible for expedited delivery. This method is not available for Alaska or Hawaii.

Return Policy

With a Receipt (In Store or Via Mail):

If your oliverfinley.com purchase does not meet your satisfaction, you may return it within three months (90 days) of purchase. To return an item (excluding sample products), the item must be new, unused and in its original packaging. You may return the item to our campus store or by mail. If you want to return an item by mail, follow steps below:

1. Call the school at 208.658.1115 and ask for our Front Desk Manager.
2. We will prepare and provide a return shipping label via email.
3. Print the return label and adhere it to your package.
4. Drop-off the package at your nearest UPS location.

Without a Receipt (In Store):

If you would like to return an item (excluding sample products) but do not have the receipt (packing slip or confirmation email), you will be required to present a valid photo ID (Acceptable forms of ID include U.S., Canada or Mexico Driver's License, U.S. state-issued ID, Canadian Provincial ID, Passport or U.S. Military ID). Oliver Finley Academy will make every attempt to assist in locating a receipt by offering receipt look-up for online or in-store purchases made. For receipts located, returns will follow the Return with Receipt method. The item value will be verified and retained by Oliver Finley Academy.

Refunds:

The appropriate tax amount by item will be included with your refund. Original shipping and handling fees (if applicable) may be deducted from the value of your refund unless the return is a result of our error. Refunds will be issued in the same form as payment originally used for purchase except as specified below:

- Purchases made with a debit card will be refunded as cash.
- A Store Return Credit will be issued for all purchases made using a gift card or gift receipt/purchases.

Exchanges:

At this time we do not offer exchanges. If you would like to exchange a product, please return it using our returns process and then place a new order.