

BABY HAIR LIFESTYLE

FREQUENTLY ASKED QUESTIONS

Your guide to ordering, shipping, tracking, hair care, products, and customer support.

BEAUTY • HAIR • LIFESTYLE

ABOUT BABY HAIR LIFESTYLE

What is Baby Hair Lifestyle?

Baby Hair Lifestyle is a beauty and hair brand designed to make shopping for hair and beauty products simple and confident.

What can I shop on the website?

The website features **wigs, hair bundles, hair extensions, and accessories**. Product availability and options can vary by individual listing.

HOW TO ORDER

How do I place an order?

Browse the website, select the item you want, choose the available options, add it to your shopping cart, review your order and shipping information, submit the order, and complete payment.

What should I check before paying?

Double-check your item, hair color, hair length, quantity, shipping address, email address, and phone number before completing checkout.

Can I order by email?

Yes. If you cannot place an order online, email info@babyhairlifestyle.com. Include your full name, shipping address, phone number, email address, item name/number, hair color, hair length, quantity, and any additional request.

Can I request a custom order?

Yes. Send your custom-order request to info@babyhairlifestyle.com and include the details you need. The website's available product options can be used as a reference.

How can I get help while ordering?

Baby Hair Lifestyle offers **24/7 live chat** and email support at info@babyhairlifestyle.com.

SHIPPING & PROCESSING

How long does processing take?

For hair shipments, standard processing is **1–2 business days after payment is confirmed**. Processing time is separate from shipping/transit time. Promotions, holidays, and new product launches may take longer.

Which carrier should I select for hair shipments?

The Baby Hair Lifestyle shipping page states: **FedEx must be selected for all hair shipments**.

Do you ship to P.O. Boxes?

No. Baby Hair Lifestyle does not ship to P.O. Boxes.

Do you ship to APO/FPO or military boxes?

No. Baby Hair Lifestyle does not ship to APO/FPO military addresses or military boxes. Please provide a valid physical street address at checkout.

What if I enter the wrong address?

Contact info@babyhairlifestyle.com immediately. Address changes are not guaranteed once an order has been processed or shipped. Baby Hair Lifestyle is not responsible for packages shipped to an incorrect address supplied by the customer.

SHIPPING STATUS — WHAT DOES IT MEAN?

STATUS	GENERAL MEANING
Order Confirmed	Your order was submitted and payment has been received or is being confirmed.
Processing	Your order is being prepared. This is separate from carrier transit time.
Label Created	A shipping label has been created; the package may still be awaiting pickup or its first carrier scan.
In Transit	The carrier has the package and it is moving through its shipping network.
At Local Facility	The package has reached or is being routed through a facility near the delivery destination.
Out for Delivery	The carrier indicates the package is scheduled for delivery that day.
Delivered	The carrier has recorded the package as delivered.
Exception / Delayed	The carrier has reported a delay, interruption, or other delivery issue. Review the newest tracking update.

Tracking updates come from the carrier and may take time to refresh after pickup or scanning. Use the official carrier tracking page for the most current shipment information.

LOST, STOLEN, DELAYED & DELIVERED PACKAGES

My tracking says “Delivered,” but I cannot find my package. What should I do?

Check around your property and with household members or neighbors. Then contact the shipping carrier. If you still need help, contact Baby Hair Lifestyle.

Is Baby Hair Lifestyle responsible for lost, stolen, misdelivered, or carrier-marked-delivered packages?

The website states that Baby Hair Lifestyle is not responsible for packages that are lost, stolen, misdelivered, or marked delivered by the carrier after the shipment has been accepted by the carrier.

Can I file a carrier claim?

If your shipment qualifies, you may use the carrier's claims process. The Baby Hair Lifestyle shipping page provides a FedEx claims option for eligible shipment issues.

HAIR CARE GUIDE

How should I wash my hair bundles?

Gently detangle before washing. Wet with lukewarm water, apply shampoo and gently work it through the hair, then rinse thoroughly. Apply conditioner from the mid-lengths to the ends, allow it to sit according to the product instructions, rinse, gently squeeze out excess water, and air dry whenever possible. Avoid piling or rubbing the hair together because this can increase tangling.

How should I store bundles that are not installed?

Store bundles in a clean, dry, cool area and protect them from moisture, excessive heat, and direct sunlight.

How do I care for tape-in extensions?

Brush gently and regularly, hold the roots while brushing, keep conditioner away from the adhesive, use extension-friendly products, sleep with the hair secured, and dry the roots thoroughly after washing. Avoid oils directly on the tape, conditioner on the adhesive, pulling/tugging, aggressive brushing near the tapes, and sleeping with soaking-wet hair. Professional installation and maintenance are recommended whenever possible.

How do I care for a wig?

Before wearing, gently brush or comb from the ends upward. To wash, detangle gently, wet with lukewarm water, use a gentle shampoo, rinse without aggressive rubbing, condition the lengths and ends, rinse thoroughly, gently squeeze out excess water, and air dry on a wig stand whenever possible. Store the wig on a wig stand or mannequin head in a cool, dry location.

Can I use heat on the hair?

Human hair can be heat styled, but repeated high heat can cause dryness and damage. Use a heat protectant, the lowest effective temperature, avoid repeated passes over the same section, and allow the hair to cool before brushing or manipulating it.

PRODUCT QUESTIONS

How do I choose the right hair?

Start with the product category and then review the individual listing for available texture, color, length, quantity, and other options. If you are unsure, contact customer support before ordering.

Are all products always available?

No. Inventory can change as products sell out, are restocked, or new products are launched. Always check the current product listing for the latest availability.

Does hair care affect how long my hair lasts?

Yes. Gentle washing, careful detangling, proper storage, controlled heat use, and avoiding unnecessary pulling can help maintain the hair's appearance and condition.

CUSTOMER SUPPORT

How can I contact Baby Hair Lifestyle?

Email: info@babyhairlifestyle.com

Live Chat: **Available 24/7**

What information should I include when contacting support about an order?

Include your full name, order information, the email used for the order, and a clear description of your question or issue. For shipping questions, include your tracking information when available.

Where can I find shipping and hair-care information?

The Baby Hair Lifestyle website includes dedicated pages for **How to Order**, **Hair Care Tips**, and **Hair Shipping/Tracking**.

QUICK CUSTOMER CHECKLIST

BEFORE ORDERING	AFTER ORDERING
Confirm product, color, length & quantity.	Keep your order confirmation.
Use a valid physical street address.	Watch for tracking updates.
Do not use a P.O. Box, APO/FPO, or military box.	Use the carrier's official tracking page.
For hair shipments, select FedEx.	Contact support if you need assistance.

NEED HELP? WE'RE HERE FOR YOU.

info@babyhairlifestyle.com • 24/7 LIVE CHAT
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