

DKY Hair Company Website Policies

Updated June 2026

Returns & Refunds Policy

DKY Hair Company Ltd

157 Belfast Road

Bangor BT20 3PP

Telephone: 02891 857180

Email: dkyhaircompany@btconnect.com

We want you to be completely happy with your purchase. If you purchase products online, you have the right to cancel your order within 14 days of receiving your goods. You then have a further 14 days to return the item. Returned items must be unopened, unused, in their original packaging and in a resaleable condition. Opened or used haircare and cosmetic products cannot be returned for hygiene and safety reasons unless they are faulty. If an item arrives damaged, faulty or incorrect, please contact us within 48 hours of delivery with your order details and photographs where appropriate. Refunds cannot be provided for products that have been used and found unsuitable due to personal preference, individual sensitivity or dissatisfaction with results unless the product is faulty. Customers are responsible for return postage costs where an item is being returned due to a change of mind. DKY Hair Company will cover reasonable return postage costs for faulty, damaged or incorrectly supplied goods.

Privacy Policy

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DKY Hair Company Ltd is committed to protecting your privacy and handling your personal information responsibly. We may collect information including your name, address, email address, telephone number, appointment history, purchase history and website usage information. We use this information to process orders, manage appointments, communicate with customers, improve our services and comply with legal obligations. We do not sell customer information. Information may be shared with trusted third-party providers such as payment processors, booking software providers, delivery companies and professional advisers where necessary. Under UK GDPR, you have rights regarding access to, correction of and deletion of your personal information.

Terms & Conditions

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These Terms & Conditions govern the use of the DKY Hair Company website and the purchase of products online. All prices are displayed in Pounds Sterling (£) and include VAT where applicable. Orders are accepted when goods are dispatched. We reserve the right to refuse or cancel orders where products are unavailable, payment cannot be authorised, pricing errors occur or fraud is suspected. Payment must be received in full before dispatch. Delivery times are estimates only and may be affected by circumstances outside our control. Salon appointments booked online remain subject to our salon cancellation policy. Gift vouchers are non-refundable and cannot be exchanged for cash. These Terms & Conditions are governed by the laws of Northern Ireland.