

Frequently asked Questions:

1. What grade is your hair?

The concept of “hair grades” is made up by retailers. Hair Manufacturers do not handle or produce hair in grades. As a Universal Designs Beauty Supply Wholesaler...you will have access to Raw Virgin hair and Remy Virgin hair. To relate it to the grade system... Raw Virgin hair will be equivalent to 9A and 10A and Remy Virgin hair will be equivalent to 8A.

2. What is Raw Virgin hair?

Raw Virgin hair is unprocessed human hair, No Chemical at all (not permed, not colored, not dyed and not bleached). Hair is cut and collected from a single young donor (the donor could be Indian, Malaysian, Brazilian, etc). All the cuticles are the same direction and intact. Raw Virgin hair can be bleached to #613 color.

3. What is Remy Virgin hair?

Remy Virgin hair is from more than one donor, cuticles are put together in the same direction. Hair has been processed (colored, permed, bleached, etc.) before. Remy Virgin hair can only be bleached to #27 color.

4. Can the hair be straightened or curled?

Yes, our hair is high quality, so treat it as your own. You can curl and straighten the hair as desired.

5. Will my hair wave up again after I straighten it?

Yes it will, but the more you straighten the hair the more you will lose the pattern. It is important to remember that the hair is not attached to any cuticles so it no longer receives nourishment, so if you continuously straighten you will relax the pattern just like you would with your own hair.

(Note – The hair may lose some of the curl pattern with constant blow drying.)

6. What color do the hair come in? Can your bundles be dyed to platinum blonde #613 or #27?

Our hair can be ordered in “Natural Black” and in #613. The Natural black color can be compared to a 1b and a 2. Occasionally our Raw Virgin hair can vary in a slightly lighter shade based upon the donors hair color. Our Raw Virgin hair can be bleached to blonde #613 and Remy Virgin hair can dyed to #27.

7. How long does hair typically last?

Usually Remy Virgin hair can last for 6~12month while Raw Virgin hair lasts for 1~3years with proper care and maintenance. Raw Virgin Hair bleaches better than Remy Virgin hair. while

8. How do you source the hair? How is the hair collected ? Is the hair cut from a single donor?

Our hair is specifically cut from a ponytail style hair, donor average age 18~23 years old, hair cuticles all going 100% in the same direction

9. Is the hair mixed with animal or synthetic hair?

Our hair is pure and not mixed with any animal or synthetic hair

10. Why does my bundle have strands of gray?

It is normal for virgin hair to have a couple gray strands or natural highlights because the hair is not chemically altered. The hair is directly from a donor's hair and then machine weft.

11. Do you have issues with lice? Have there been any issues with lice in the hair?

Usually we don't collect raw hair with lice, if it happens to have lice we will thoroughly wash it with hot water before making it into extensions.

12. What is the weight of your bundles?

Our hair bundles are around 95~100grams which is about 3.5 oz.

13. Is your hair single weft or double weft?

Our hair is double weft with secure weft construction to insure minimal shedding.

14. Is your hair full from top to end? Is the hair single drawn or double drawn?

Our hair is natural fullness from a ponytail.

15. How are the curl patterns created?

We steam processed and apply heat to achieve the hair pattern.

16. How much does it cost to have a Wholesale Subscription?

Universal Designs Beauty Supply Wholesale Subscriptions are \$29.99, \$69.99, and \$99.99 per month. Subscriptions are paid via our website each month. All subscriptions are non-refundable.

17. How long are the Subscriptions?

Each subscription fee gives you access to wholesale hair for the month you paid the fee in. Each new month requires that your subscription fee be paid for that month.

Example: If you paid the \$29.99 for the “Beauty Queen Subscription” on January 31st to place an order and then want to place another order on February 1st ...you will need to pay the Subscription fee to have access for the full month of February. Each month ends the first day of each subsequent month at 12:00am central.

18. I don't have a business, can I get hair at wholesale cost?

Yes, the “Beauty Queen” Subscription was made for the Queen that likes to look good and save money while doing so.

19. I just started my business, can I get hair at wholesale cost?

Yes, the “Boss and Executive” Subscriptions were made for entrepreneurs to start a business with easy access to quality hair.

20. Can I sell your hair as my own brand?

Yes, with the “Boss and Executive” Subscriptions.. you can package, attach, and/or send your business information to your clients. Hair will be sent to you or your clients (according to which subscription you have) without any labels or branding.

21. If I want to place a bulk order, do I get additional discounts?

Unfortunately not, our prices are already at the lowest Wholesale cost we offer.

22. Is there a minimum ordering quantity?

No, as long as you are an active Subscription, there is no minimum purchase required!

23. How long does shipping take?

Upon confirmation of a cleared payment, orders will be processed within 1 working day. (Work days are Monday's-Saturday's).

US&UKcustomers: Please allow up to 4 business days for delivery. (If you are ordering between special traditional holidays, there might be 2~3days delay)

International Customers: Please allow 5-7 business days for your order to be delivered.

24. Where do you ship?

We ship worldwide. We DO NOT ship to a P.O.Box address for security reasons.

25. What company do you use for shipment?

We use DHL EXPRESS and Fedex for shipment. Orders are shipped with signature confirmation.

26. What payment methods do you accept?

Subscription activations are made monthly via our website through PayPal. Hair orders are made via Cash App or an Invoice that accepts American Express, Discover, Master Card, Visa

27. Can I pay by check?

We currently do not accept checks

28. Can I order items COD(Cash on Delivery)?

No. We do not allow COD orders

29. How much can I resell the hair for?

You can rebrand and resell the hair for whatever price you think is most suitable for your business.

30. If I don't like the hair I purchased, can I exchange or get a refund?

Exchanges and refunds are prohibited. Our hair quality has been tested and sold for 9 years and have not had issues with our products from any of our clients.

31. What happens if I send the wrong address for shipping?

It is the responsibility of the Subscription holder to verify "shipping Name and Address" and to rectify any lost orders to the wrong address. Shipping Name and Address will be copied and pasted to each label directly from the Subscription holders order email. Refunds will not be given.

32. Do you provide free samples?

We do not offer free samples.

33. How do I track my order?

Within 24 hours of your order being paid you will receive an email with your tracking number.

34. What if an item I order is sold out?

Occasionally a tremendous demand will deplete our stock of a particular product. We will communicate and confirm orders before payment is made.

35. How can I cancel my membership?

You can cancel your subscription at any time by simply not renewing your monthly subscription. If you want to cancel during the middle of a month... refunds or prorated cost will not be refunded...you will have access to the subscription till the end of that paid month. Each month ends the first day of each subsequent month at 12:00am central.

36. How to contact Universal Designs Beauty Supply?

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Text: 920-940-8982