## We're sorry to hear you're experiencing issues with your extensions.

Quality and customer satisfaction are extremely important to us.

Before we can proceed with a solution, we kindly ask that you complete the following form/questionnaire. This will help us better understand what's happening and how to assist you as efficiently as possible.

1.	How often do you wash your hair
2.	Please list any shampoos, conditioners, hair masks, oils and products you have used
3.	What brush/comb do you use? Please walk us through step by step how you brush and style the hair after washing. Also explain how you style your hair between washes
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