

1. Please review our return policy [here](#).
2. Initiate a return or exchange [through shopfwhair.com](http://shopfwhair.com). Our Returns Center will walk you through step-by-step.



BOHYME™ FW HAIR ONYX™

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## Orders

### Orders



**Order #** [redacted]  
5 products totaling [redacted]

ORDER PLACED	LAST UPDATE
Jun 22nd 2020	Jun 22nd 2020

**click here to access your order**

**updated order status**

SHIPPED

[Return Items?](#)






**to start a return request from an order, click here**

## Order #

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Hi! How can we help?  
FW Support  
[Chat now](#)

### Order Contents

-  1 × Bohyme Adhesive Release
-  1 × Bohyme Remi Revitalize Moisture Shampoo
-  1 × Bohyme Remi Revitalize Moisture Conditioner
-  1 × Bohyme Towel
-  1 × Bohyme Hair Gripper (2 Pack)

### Order Details

Order status: **Shipped**  
Order date: Jun 22nd 2020  
Order total: \$  
Payment method: I

[Print Invoice](#)

**print a copy of your invoice**

### Ship To

### Bill To

### Shipping Details

Date Shipped: Jun 22nd 2020  
Shipping Method: FedEx  
Tracking Link: 32945839582345 — FedEx (FedEx Ground)

### Actions

[Reorder](#)

[Return](#)

**to reorder items from past orders, click the checkbox next to the item you wish to reorder and click the "Reorder" button**

**to start a return (RMA), click the checkbox next to the item you wish to return and click the "Return" button**

- Once your RMA Request has been submitted, you will receive an email confirming the return summary. The return status will remain under "PENDING" until reviewed by the Returns Center.

**Confirmation for Return Request for Order ID #:** [REDACTED]

A summary of your return is shown below. To view the status of this return [click here](#).

Return Reason: Received Wrong Product  
Return Action: Store Credit  
Your Comments:

Your Return Request Contains the Following Items...

Return Items	Qty
Bohyme Classic Machine-Tied Silky Straight	1
Bohyme Essential Silky Straight Tape-Ins	2

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<https://shopfwhair.com/>

- When the RMA Request is received to be reviewed by the Returns Center, you will be emailed of the updated status of "RECEIVED".

**Return Request Updated**

Hi, [REDACTED]

You recently submitted a return request on our store for the following item(s):

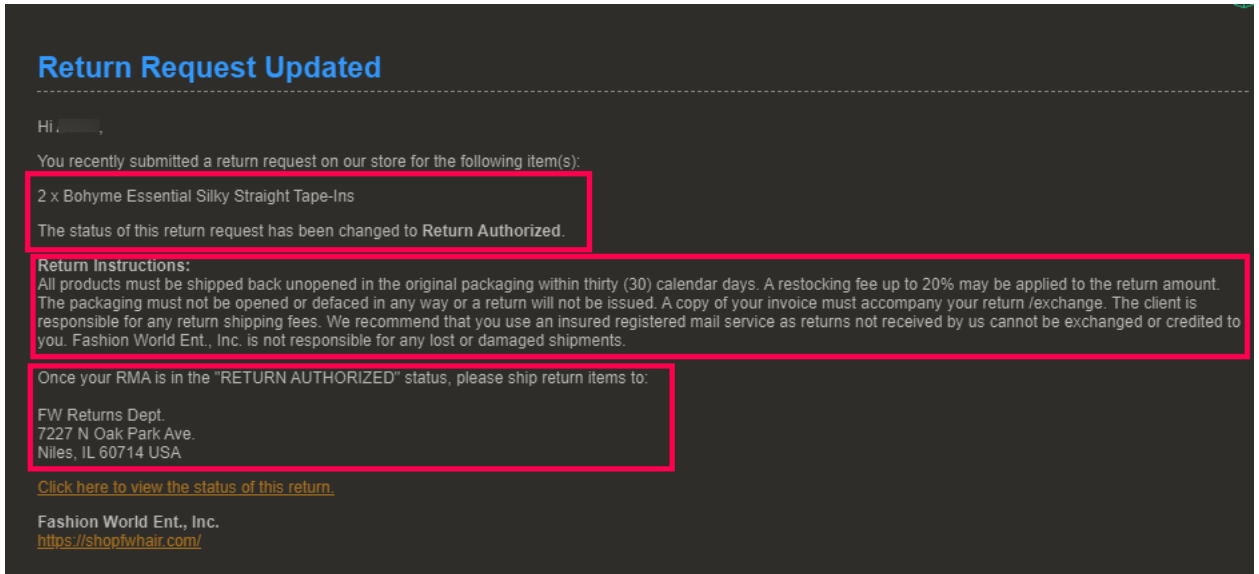
2 x Bohyme Essential Silky Straight Tape-Ins

The status of this return request has been changed to **Received**.

[Click here to view the status of this return.](#)

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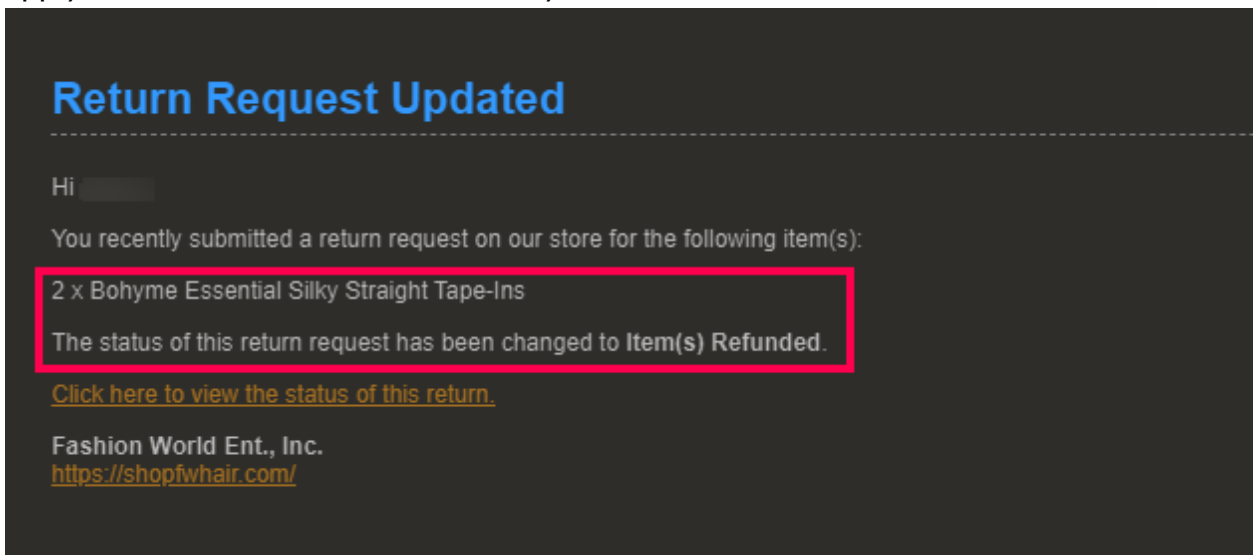
- If the RMA Request is authorized by our Returns Center, you will be emailed instructions with our return address.



6. Ship your extensions back to us to the following address:

FW Returns Dept.  
7227 N Oak Park Ave  
Niles, IL 60714 USA

7. Once the returned items are received and approved, we will issue your refund or apply the amount as a store credit into your Account.



8. If the Return Request is not approved by the Returns Center, you will receive an

updated status of "REQUEST REJECTED"

**Return Request Updated**

Hi [REDACTED]

You recently submitted a return request on our store for the following item(s):


**2 x Bohyme Essential Silky Straight Tape-Ins**


The status of this return request has been changed to Request Rejected.

[Click here to view the status of this return.](#)

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## Store Credit

Total amount of store credit available will be displayed here → **\$1.00 STORE CREDIT**  [SEARCH](#) [ACCOUNT](#) [SIGN OUT](#)

  
**BOHYME FW HAIR ONYX**

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### Orders

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At checkout, you will be able to apply the store credit under Payment Method → You have **\$1.00** of store credit. To use it, simply place your order and you will be able to choose store credit as the payment method when it comes time to pay for your order.

✓ Billing Edit


Tax	\$0.00
Store Credit	-\$1.00
Coupon/Gift Certificate	
<input type="text"/>	<input type="button" value="APPLY"/>
Total (USD)	

4 Payment

Apply \$1.00 store credit to order

**The store credit will be applied to your order here**

Payment Method

**Credit Card** 

Credit Card Number   
Expiration

Name on Card   
CVV

Save this card for future transactions

Pay In Store

Terms and Conditions

All orders are subject to availability of stock and acceptance by us. When you place an order, your order constitutes an offer to buy a product from us. After placing an

Yes, I agree with the above terms and conditions.