



# Order

## How does payment work?

Your confirmed order will be sent to your email or text messages where you can find a copy of the invoice with the banking details and other important information attached.

Online payment options will be available soon.

## How do I follow my order?

You will receive an order number. This number should be used when contacting the team for updates. You can either send an email or whatsapp.

## How long will it take for me to receive my order?

As these units are all custom made, we do not keep stock of everything. The current processing time is 10-14 days. To avoid disappointment, make sure to place an order in advance.

## Can I pay an express fee for my order to be processed faster?

Unfortunately not. All wigs supplied are custom made to order. If shipping of the hair from the supplier is involved, we will have no control over the respective couriers. It is possible that the unit will be ready before the standard 10-14 days, however that can only be determined after the order is processed and paid for.

## Can I cancel my order?

Please view our terms and conditions on our website

## Can I come and view the hair before I buy?

Yes, you are welcome to pay a visit to the studio. This will have to be booked as a Studio Consult. There will be wigs on display for you to be able to assess the product, however you will not be able to make a direct purchase. The purpose of the visit will be to see the hair. All purchases must be made online. We will be able to assist you with that during the consultation.

## Can I exchange my wig if I don't like it?

No exchanges are permitted, but you are welcome to return the wig and receive a refund provided the terms and conditions apply. If your reasons for wanting to exchange the wig are due to technical issues, it will be corrected.

[Click here to read our terms and conditions](#)

# Book

## How do I book an appointment?

Go to our service page and click 'book an appointment'. You will be directed to a Don associate who will assist you with the booking procedure.

## Where do I find the price list for the services?

You can view our pricelist on our home page on our website under the 'Looking for help' section.



# Head size

## Are wigs one size fits all?

Absolutely not. If anyone has ever told you that, they neglected a very simple yet crucial truth: A wig looks most natural if it is in the correct size. Sure, you will definitely be able to wear a wig bigger than your head, but you shouldn't want to. Get yourself a custom made wig and experience the difference!

## My wig doesn't fit. Can it be remade?

Yes. Our services also include wig making using hair purchased elsewhere.

## Is it important to know my head size?

100%. A wig that is made to your head size is shamefully underrated as it adds to the enjoyment of the entire experience.

A wig too big looks too bulky: The most common use for a wig is to create the illusion that it is your natural hair. A wig should not make your head look bigger than it is. The base of the cap should sit directly on your head with minimal spacing- the flatter the better.

A wig too small sits uncomfortably: Having a wig too small will make you want to wear it less. It can cause headaches and also restrict you from experiencing the full benefit of a wig- maybe the sides don't cover your hairline and you find that you have to bring the wig too far forward and it exposes the nape of your neck. Either way, you will always find yourself in a struggle.

A wig just right: You can enjoy more freedom of movement without too many annoyances or complications. It allows for versatile styling- whether you want a sleek back ponytail or to create an updo, the best results come from a well fitted wig.

## How do I measure my head size?

[Click here to follow instructions](#) (I've put the information in a separate document)

## How would I know if my wig fits my head properly?

General: You should not be able to fit your whole hand underneath the wig. It should only have enough room to fit your fingers. The wig itself must sit securely around your head to the back of your neck, not only the elastic holding it in place. The elastic should be an addition for extra security only.

Lace front wigs: The sides must cover your hairline completely. You must be able to still wear your wig without needing to glue it down.

If you are still unsure, you can book a consultation to have it assessed. If you are unable to travel to the Studio, Zoom consultations are available. Your hair will either need to be in cornrows or as flat as you usually style it underneath your wig to be able to assess the size correctly.

# Maintenance

## What is the best way to store my wig?

The best way to store your wig is not to leave it on a mannequin head, in an area exposed to harsh sunlight or wind. If exposed to sunlight for long periods of time, the hair will begin to fade and dry out. Wind invites dust particles that change the texture of your hair overtime. If you do not have an enclosed closeted area to display your wigs, it is best to keep them stored away in a drawer wrapped in a soft textured fabric. Most prefer to use silk or satin drawstring bags.

## How often should I wash my hair?

This answer will depend on your routine within the week. If you only wear your wig to the office and take it off when you get home, you would not need to wash your wig as often. If you only wear it to the office but come home and sleep with it through consecutive nights, you may want to wash it more often. If your weekly routine includes gym, groove, or any sweat inducing activities, you should definitely want to wash your wig more often.

**Worn 5-7 days of the week:** At the end of each week.

**Worn 3-4 days of the week:** Every second week

**Worn 1-2 days of the week:** Once a month

This is a guide, not a rule. However, I don't advise washing it any less than the recommended amount. Clean hair keeps you looking fresh and ready to tackle the day.

## Can I swim or shower with my wig?

You can but it is not recommended.

If your wig is installed and you have no choice, you should always shower with both a bonnet and a shower cap- not one or the other. Have something thin and stretchy to wrap around your hairline to hold down the lace. Split your hair down the middle into two sections and twist both sides to make two buns that sit as close as possible to the middle of your head as possible. Pin it in place with bobby pins to avoid getting kink in your hair from using a hair band. Put your bonnet on first, and then the shower cap.

The chemicals in the pool are not good for the wig, but then again we all want to have a bit of fun and look good swimming too. Try not to submerge your whole head underwater to save the install. As for the hair itself, have a good leave-in conditioner on hand and apply to the hair directly after swimming. Leave it in for 10-20mins before rinsing it out with clean cold water. Allow the hair to air dry. Do not apply any heat for it is not clean and still has pool chemicals. Make sure to wash the wig properly when you eventually take it off.

## What types of styling tools can I use on my wig?

This hair is 100% human and should be treated like how you would treat your own hair. You can make use of any styling tools at high heat, so long as you use a heat protectant product and moisture serum to counter the damage and dryness.

## Can you straighten a curly wig?

Yes you can but it is not recommended that you do it often. It will likely result in heat damage and your curls will not be the same. The effects of heat damage include shedding, tangling, and breakage.

# Glue

## How long does the glue last?

Glue installs are for clients who wish to keep their wig installed for 1-2 weeks, provided the proper care and maintenance tips are followed. This glue is sweat-proof and water resistant so you are able to engage in multiple activities without having to worry about your wig slipping. Direct contact with water must still be avoided. The glue is removable with rubbing alcohol or lace glue remover available for purchase.

## Will the glue damage my edges?

It is possible and it is also avoidable. The best advice is to not use the glue too frequently if not absolutely necessary. Do not install with the strong wig adhesive everytime you want to wear your wig. Instead opt for got2b glue and remove safely with water.

## What is the bald cap method?

This is the process of applying a skin coloured stocking cap to the front of the hairline, extending 4-5 inches behind, to create the illusion of a bald head. This helps the wig look more natural when installed because when you part the hair, you will not see your natural hair colour but instead, the base colour of your scalp.

## What is a glueless wig?

There is no one type specific glueless wig as all wigs are essentially glueless. Glueless only refers to the fact that the wig being advertised on the client has not been held down with glue and, more importantly, has been fitted to their head well so they will not need to glue it down unless they choose to.



# General

## What is the difference between closure and a lace front?

Both a closure and lace frontal are the same product in different sizes. You may refer to the closure as a lace closure and it will mean the same thing. A closure is smaller than a frontal and only covers a portion of your hairline- most commonly 4-5 inches. Whereas a frontal is bigger and covers your entire front hairline from ear to ear. A lace front is more versatile and looks more natural, while a closure is convenient and requires less maintenance.

## Can I change my closure wig to a frontal?

Yes you can. The wig will have to be remade and is a service we offer. Click 'book an appointment' on our service page to speak to a Don associate.

## How many bundles should I know to add to my wig?

That will depend on your preference. Our hair is high quality and one of the benefits associated with that is that the length is full from root to end. With our hair 2 bundles are enough for a full head and can match with other 3 bundle wigs on the market. If you are one to prefer volume, you have the option of adding 3 or 4 bundles to your wig.

Common practice:

10"-18" add 2 bundles

20"- 26" add 3 bundles

28"- 30" add 4 bundles

## Do I need to wear a wig cap with my wig?

When worn correctly, a wig cap can be used to make the parting spaces of your wig look more natural. Otherwise wig caps are only used to hold your hair in place and as flat as possible. If you usually have your hair in cornrows, a wig cap is not always necessary.

## Do I need a mannequin head?

Know the difference between a mannequin head and a display head. A mannequin head is beneficial for you to be able to style the wig off of your head. It makes styling and everyday maintenance a lot quicker and less draining. A display head however is not necessary unless your spatial aesthetics call for it.

Display heads are hard and impenetrable, meaning you cannot push holding pins through it to keep your wig in place while you style. Styling is the main benefit of a mannequin head.

## Can I colour my wig at home?

Yes. All Don Hair is 100% human hair and can take to colour well. This is very high quality hair and must be treated with care. It is advised to see a professional colourist if you are not well equipped to try it yourself.



Please contact us below on  
Message/Whatsapp:  
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[www.thedonhair.co.za](http://www.thedonhair.co.za)