

How do I make a purchase using QuadPay?

Quadpay is a payment plan that allows you to pay for your purchase. Quadpay empowers you to buy now, pay over time and avoid interest repayments.

1

Choose QuadPay as your payment method at checkout for orders over \$35. No long forms or credit checks required, just instant approval.

2

Checkout using a credit card. The first 25% of your order total is charged at the time of purchase.

3

Pay the rest in equal installments billed automatically over 6 weeks. These are no late fees if paid on time.

Do you ship outside the U.S.?

No, we do not ship outside of the U.S., however, if you would like to find a distributor near you, please email infoweb@farouk.com. Also visit <https://chi.com/shipping/> for more info.

Who can I contact for a return or an exchange?

If you are not fully satisfied with your online purchase, you have fifteen (15) days from the date of purchase to return your product for a refund by contacting FSI's Customer Service Department: 281-876-2000 | 800-237-9175.

My CHI tool stopped working. Who can I contact?

Please contact customer service for any product malfunctions through email at infoweb@farouk.com or direct phone: 281-876-2000 | 800-237-9175.

Is there a special discount for stylists?

For all stylist inquiries, please email infoweb@farouk.com or call direct phone 281-876-2000| 800-237-2000.

Can we get free samples?

We do not offer samples.

What is the difference between the CHI Lava Spin N Curl and the CHI Spin N Curl?

The main difference between the CHI Lava Spin N Curl and the CHI Spin N Curl is the CHI Lava is infused with lava minerals that allows for more consistent heat and for the hair to be styled at a lower temperature, whereas the CHI Spin N Curl is made with our Ceramic Technology.

Does the Spin N Curl come in different sizes?

No, it only comes in the 1" rotating barrel.

What is the best lightweight dryer?

The CHI Nano Hair Dryer is lightweight, weighing less than a pound but still has a powerful 1875W DC Motor.

What is the benefit of the Lava technology?

Lava technology allows you to style the hair at lower temperatures, adds extra shine, and has a more consistent heat.

is my product dual voltage?

Dual voltage varies product to product but typically will say on the box.

Do all CHI products have auto-shut off?

No, it varies product to product.

What is the best flat iron for thick hair?

All of our flat irons are great for all hair types and textures but my personal favorite is our CHI Lava Flat Iron.

Do you sell blow dryer attachments?

To purchase parts, please email infoweb@farouk.com or call direct phone: 281-876-2000 | 800-237-2000.