

Nails of America Katy

Customer Policies

Refunds, Returns & Exchanges

The purpose of this policy is to advise you as our customer, as to the services that can be expected from Nails of America Katy, and the steps and procedure that can be taken if you, the customer, are not satisfied with the services you receive from Nails of America Katy.

- **Refunds and store credit are not available for any services.**
- If your nails are misshapen, broken, or proven otherwise faulty within 7 days after your initial service, we will fix them with a waived fee pending management approval.
- You must arrange an appointment to have your nails fixed within 7 days after your initial service.
- Repairs after 7 days or for breakages, tears, and corner breaks will be charged.
- You will be charged for the costs of any repairs or replacements that we have to carry out because of damage that you have caused.
- We will redo any service at no cost to you if you are unsatisfied with the quality of the work we do, provided that you tell us immediately after we have performed the service that you are unhappy with the quality of the work. Due to scheduling, the service may have to be provided on another date and/or time, or by another technician.
- Unopened and/or faulty products can be refunded or exchanged within 60 days of purchase. The product may be subject to inspection before refunds are processed. Used products are non-refundable.
- Partial refunds or additional billing may be applied for transactions that have been overcharged or undercharged due to human error.

Appointments & Walk-Ins

- Clients that do not schedule with specific technicians are serviced on a first-come, first-serve basis with the technicians that are available at the time of the appointment.
- Walk-ins may be subject to a wait time, depending on salon availability. Service may not be guaranteed at or near the time of entry, and the client may be asked to return at a later date or time.
- Walk-ins are free to request a technician for their services if they are available.

Late Arrivals, Cancellations, and No Shows

- We understand that sometimes extraordinary circumstances are unavoidable and you may need to change your schedule. We kindly ask that you give us advance notice if you need to cancel your appointment.
- Due to scheduling commitments to other clients' schedules, appointments will be removed from our schedule and flagged as a no show if they do not arrive within 10 minutes of their scheduled time. To avoid this, the client must contact the salon to make the necessary accommodations.
- The salon cannot guarantee services to clients who arrive later than 10 minutes after their scheduled time for any services
- Be aware that if you repeatedly cancel appointments without proper notice, we reserve the right to refuse an appointment, and you will only be accepted on a walk-in basis.

Right to Refuse Service

- We reserve the right to refuse service to:
 - Anyone with a nail condition we suspect may be contagious.
 - Anyone in ill health that we suspect may be contagious, or we fear could be further harmed by our services.

- Anyone with open or infected wounds in the treatment area.
- Anyone more than 15 minutes late for an appointment.
- Rude, mean, or disrespectful people.
- If a service provider feels that a client is behaving inappropriately or that they are in danger, they are authorized to stop the treatment/service immediately.

Liability

- We will not be responsible for any breaking or infected nails after you leave the salon. Our tools and equipment are thoroughly disinfected and will be presented for your inspection.
- Customers are limited to one complimentary alcoholic beverage per visit. We are not liable for any accidents or injuries that occur as a result of inebriation.

Discount Cards and Gift Cards

- Gift cards and discount cards are not returnable or refundable for cash.

Gratuity

- Gratuity is not included in the price of service or salon packages. Customary tipping runs 15% to 20% but is, of course, at your discretion. You may tip the nail technician immediately after service or upon check out at the front desk with cash or credit card.

Privacy Policy

- Our Privacy Policy describes the information we gather about you, and the purposes for which it is used. We will NEVER sell your information to any third party.
- The gathered information is used in-house to help us create a better and enhanced customers' experience, promotions and campaigns. When you make an appointment, we may send you emails or text messages to confirm your request and may also need to contact you via phone or email, if we have other questions, before and/or after your received services.

DISCLAIMER: Nails of America Katy Customer Policies is a general description of many important policies of our salon, and that it is not intended to be an exhaustive listing of all such policies or procedures. Customers understand Nails of America Katy reserves the right to make changes to the policies, procedures and practices described above.