



## Customer Policy

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

Please be advised that ProfessioNAIL is a chain of independent operators, in that, each salon is operated by individual owners under the terms of license and may be subjected to their own policies – *please ask for more details in store.*

### What we offer

- Manicure & Spa Pedicure
- Artificial Nails
- Nail Arts
- Waxing & other Beauty Services – e.g., lash extensions (*Available in some stores*)

### What you need to do

At ProfessioNAIL, we strive our best to provide high quality service and we treat you with courtesy and respect.

To allow us to provide a quality service as efficiently as possible, you need to:

- Ask for the service which you would like to have. If you are unsure, please speak to the salon manager.
- Inform our staff if you are allergic to any chemicals or substances or any other medical conditions, we should be made aware of, before receiving any service.
- Whilst receiving any service please provide our staff with your feedback and or comments during your services so our staff can satisfy your requirements straight away.
- Inform the staff member or salon manager immediately if you have any concern(s) relating to the salon, the staff, or any service.
- Inform the salon manager immediately if you have any concern(s) that you have any infection or any other abnormal reaction or condition with respect to your nails.

## **Pricing**

Prices of services, products, and other charges will vary depending on the store and its operator (Licensee).

Please ask in store for more details.

Our Licensees reserve the right to change their prices without prior notice – this can be due to several factors such as increase in expenses or higher demand.

All prices are inclusive of GST.

## **Refunds, Returns, and Exchanges**

Due to the services rendered, ProfessioNAIL have a strict 'REFUND and EXCHANGE' policy.

- No refunds or credit notes will be given if you have simply changed your mind'.
- We do not offer refunds or exchange on all of our services.

## **Customer Guarantee**

Your satisfaction is our highest priority. If you are not completely contented, please let us know during your treatment or within 24 hours after your service has been performed. We are committed, within reasonable expectations, to making any needed corrections at no cost if our store is found accountable. However, please note that once you have left our store, we will deem it as we have completed your service(s) to your satisfaction.

If there are issues on your nail's longevity (i.e., chipped, fading of colour), please return to the store within 7 days of your initial service for further assessment. If found at fault, the store can offer a free touch-up on the affected nails. However, for lacquer (or normal polish) this period is only for 2 days of your initial service.

Outside these periods, there will be a small fee charged – please refer to the store's price list.

## **Exclusions**

Please refrain from personally removing or re-shaping your nails before returning to the salon. Any removal or alteration before contacting the salon will absolve the Licensee from further liability whether personally or from another salon.

Our Licensees are not responsible for the cost of any repairs or replacements that they have to carry out because of damage you have caused.

For example, due to your own lack of care, your nails are damaged – in that they are broken, chipped, or starting to lift.

Infills for nails are recommended every 2-3 weeks depending on the type of application. However, infills over the prescribed maximum 2-3 weeks will be charged an extra fee.

### Complaints/Feedback

If you have any complaints or feedback, please contact the store manager of the salon you received the service at. As each store is independently owned, your issue can not be redirected to or resolved at another location.

If the matter is not resolved to your satisfaction, please feel free to contact ProfessionAIL head office on (02) 9723 0644 or via email [info@professionail.com.au](mailto:info@professionail.com.au)

For any complaints, ProfessionAIL strongly recommends its client to email the head office with the following information:

- Store location
- Date and Time
- Service(s) received
- Whether this matter was raised up to the store manager prior to leaving the store?
- Please provide photos of your nails.
- If possible, please provide us a copy of the service receipt for payment of visit.

Thank you for your cooperation and continuing support.

**ProfessionAIL Team**