OUR POLICY
LUX NAIL BAR & CO

The aim of this policy is to inform you, our valued customers, about the services you can anticipate from Lux Nail Bar & Co as well as the available steps and procedures should you be dissatisfied with the services provided by us.

The products available in our store are of high quality, proudly made in America and Europe.

What you need to do.

Lux Nail Bar & Co, 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 service so our staff can satisfy your requirements straight away.
- Inform the staff members 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.

Customer guarantee

Your satisfaction is our top priority. If you are not fully satisfied, please inform us during your service or within 24 hours after your service. We are dedicated to making any necessary adjustments at no charge if our store is found responsible, within reasonable limits. However, please keep in mind that once you leave our store, we will consider your service(s) to have been completed to your satisfaction.

If there are issues with 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.

Pricing

All pricing is clearly outlined on our price list, and we adhere to it rigorously. We will confirm prices prior to initiate any services.

For a transparent and satisfying experience, please discuss your desired services with us.

Our Licensees maintain the right to adjust their prices without prior notice, which may occur due to various factors like rising costs or increased demand.

Language assistance

If you experience any discomfort with our nail service due to language barriers, please ring the bell. The manager will be there to assist you promptly, ensuring effective communication and helping our staff to improve your experience.

Time of services & services

Every service includes an estimated timeframe; however, we cannot promise a specific completion time due to various influencing factors. Nevertheless, we assure you of your satisfaction with our services. Customers who delay in making a choice or encounter issues staff may have another customer attended to while they decide.

Staff may be swapped after services due to skill limitations, as certain services require specific personnel.

Refund & exchange policy

Due to the services rendered, Lux Nail Bar & Co has 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.

We kindly request that you extend the same respect to our staff that we are committed to showing you.