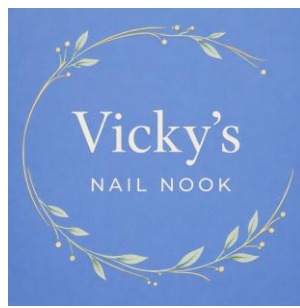




Returns & Refunds Policy

Due to the custom nature of our products and services, please read this policy carefully before making a purchase or booking.

Press-On Nail Orders (Custom Products)

All press-on nail sets are custom-made to order based on your selected sizes and design preferences.

Returns

We do not accept returns or exchanges on press-on nail sets unless they are faulty or incorrect.

This is in line with UK consumer regulations regarding personalised goods.

Faulty or Incorrect Items

If you receive an item that is faulty, damaged, or incorrect, please contact us within 48 hours of delivery at:

vicky@vickysnailnook.co.uk

Please include:

- Your order number
- A description of the issue
- Clear photos of the item

Once reviewed, we will offer a replacement or refund where appropriate.

Sizing Responsibility

It is the customer's responsibility to ensure correct sizing is selected when placing an order.

We are not responsible for incorrect sizing where the measurements provided were inaccurate.

If you are unsure, we recommend using the sizing guide, purchasing a sizing kit before ordering, or booking a time to get sized at the salon (this will delay the creation of your product)

Non-Refundable Situations

Refunds or replacements will not be provided in the following cases:

- Incorrect sizing selected by the customer
 - Change of mind after purchase
 - Normal wear and tear
 - Damage caused by misuse or failure to follow aftercare instructions
 - Delays caused by postal services
-

Appointments (Salon Services)

Deposits

A £10 deposit is required to secure your booking. This deposit is non-refundable but may be transferred in line with our cancellation policy.

Cancellations

- More than 24 hours' notice: deposit can be transferred
- Less than 24 hours' notice: deposit is lost

Refunds

We do not offer refunds on completed services.

If you experience an issue, please contact us within 72 hours of your appointment. Fixes may be offered at our discretion.

Lost Parcels

We are responsible for your order until it has been delivered.

If your order is lost, please contact us and we will investigate and resolve the issue appropriately.

Contact

For any questions regarding returns or refunds, please contact:

vicky@vickysnailhook.co.uk

By placing an order or booking an appointment, you agree to this policy.
