

# Customer Policy

## PRICING

Prices of services, products and other charges are displayed on the price list. These prices are subject to variation at different locations and during different seasons may change without prior notice. All prices are inclusive of GST.

## NO REFUNDS

If your nails become scratched or mis-shaped we will fix them if you notify the salon at which you received the service within 24 hours of the service. You must arrange an appointment to have your nails fixed within 3 days after your initial service. We will not be responsible for any breaking, chipping, lifting or infected nails. If you damage the original design a charge will apply for repairs. We will not offer any refund or credit note because you simply changed your mind. We will re-do 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. As soon as you have walked out of the salon door that means you have accepted and are happy with the service provided to your nails. We will charge you for the costs of any repairs or replacements that we have to carry out because of damage that you have caused. For example due to your own lack of care of your nails, or the finish to your nails, overdue nails that are damaged (in that they are broken, chipped or started to lift).

## COMPLAINTS / FEEDBACK

If you have any complaints or feedback, please contact the manager of the salon where you received the service.

## GIFT VOUCHER

Gifts Vouchers, please ensure that your gift voucher is presented upon arrival. Gift Vouchers are valid for THREE YEARS from the date of issue. No re-issue for lost or stolen vouchers, vouchers cannot be refunded or exchanged for cash. We are not able to provide treatment without presentation of your voucher. Gift Vouchers cannot be extended.

Professor Nail Management

## NAIL ART / DESIGN

1 Nail Art Design	from \$8
Full Hand	from \$35
Mirror Chrome	+ \$30
Cat Eyes	+ \$30
Swarovski Crystal	from \$10ea

## GEL / SHELLAC

Buff, Shape & French Gel	\$60
Buff, Shape & Colour Gel	\$45
Soak-off Gel Shellac	\$20
Remove & Re-apply	+\$5

## WHAT ARE SHELLAC GEL NAILS?

Shellac Gel Polish for the strength and shine of a Gel, thin like a polish, but with no damage to your nails. Dries Instantly!



Gift Vouchers  
Available

Appointments & Walk-Ins Welcome

**Open 7 Days**

OPENING HOURS

Mon, Tue, Wed, Fri: 9:00am – 5.30pm

Thursday: 9:00am – 9:00pm

Saturday: 9.00am – 5.00pm

Sunday: 10:00am – 4:00pm

**PROFESSOR  
NAIL** WESTFIELD  
CARINDALE

GROUND LEVEL

Shop 1023, 1151 Creek Rd, Carindale  
Located Opposite Reject Shop Bus Entrance

**Tel: 07 3398 6811**

**0450 623 822**

