

BEAUTIFUL

NAILS & BODY SALON

ONLINE SHOP RETURNS POLICY

We offer a 30-day money back returns guarantee. If 30 days have gone by since your purchase, unfortunately we may not be able to offer you a refund or exchange.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If approved, we'll refund your money to the original payment method. If you paid by credit card, it can take up to 7 days to appear back in your account. PayPal refunds can take up to 30 days.

If a customer wishes to return an order or item which qualified for a gift with purchase, the transaction can only be refunded if the gift with purchase item is also returned.

Late or missing refunds

If after double checking your bank account, speaking to your credit card company and allowing for the time for refunds you still have not received your refund, please contact us at beautifulnailssalon@gmail.com

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at beautifulnailssalon@gmail.com and send your item(s) to: *Beautiful Nails & Body Salon, Worth Park Avenue, Pound Hill, Crawley, West Sussex, RH10 3DE, United Kingdom.*

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver, meaning they will find out about your return.

Shipping

To return your product, you should mail your product to: *Beautiful Nails & Body Salon, Worth Park Avenue, Pound Hill, Crawley, West Sussex, RH10 3DE, United Kingdom.*

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Things to Note

Some health and personal care items can't be exchanged or refunded, unless they're faulty. Our website and catalogue indicate which items are non-refundable e.g. Sale Items

If the item or packaging has been handled excessively, we reserve the right to reduce the amount we refund you.

We might ask for the product serial number or similar, to check the item was supplied by us.

Naturally, none of this affects your consumer rights.

Should you experience a skin response, please contact us to discuss.