

Refund & Returns Policy

(Last updated: 24th January 2026)

At Beauti-Nails, we want you to be happy with both our services and the products you purchase from our online shop. This policy explains when refunds, returns, or exchanges may be offered.

Nothing in this policy affects your statutory rights under UK consumer law.

1. Salon Services (Treatments)

Due to the nature of beauty treatments, we do not offer refunds for completed services. However, your satisfaction is important to us.

If You Are Unhappy With a Treatment

If you are not satisfied, please contact us within 48 hours of your appointment by emailing hello@beauti-nails.com

We may offer:

- A correction appointment, or
- Another suitable solution at our discretion

Refunds will not be provided where:

- Aftercare advice was not followed
- You change your mind about the style or colour after the service
- You arrange treatment or removal by another salon without contacting us first

2. Deposits & No-Shows

Appointment deposits are non-refundable if you:

- Cancel with less than the required notice period of 24 hours before your appointment
- Fail to attend your appointment
- Deposits may be transferred to a new appointment where sufficient notice is given in line with our cancellation policy

3. Online Shop – Returns

You have the right to return most unused items purchased online within 14 days of receiving your order, in line with UK distance selling regulations.

To be eligible for a return:

- Items must be unused, unopened, and in their original packaging
- Products must be in a resaleable condition
- You must provide proof of purchase (order number or receipt)

Non-Returnable Items

For hygiene and safety reasons, we cannot accept returns of:

- Opened or used cosmetic or nail products
- False nails, nail tools, or beauty items that have been opened
- Any item sealed for hygiene purposes once unsealed

4. How to Request a Return

To request a return, please email hello@beauti-nails.com within 14 days of receiving your order and include:

- Your order number
- The item(s) you wish to return
- The reason for return

We will provide return instructions. Customers are responsible for return postage costs unless the item is faulty or incorrect.

We recommend using a tracked service, as we cannot be responsible for items lost in transit back to us.

5. Faulty, Damaged, or Incorrect Items

If your item arrives damaged, faulty, or incorrect, please contact us within 48 hours of delivery at hello@beauti-nails.com

Please include:

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

If the issue is confirmed, we will offer a replacement, repair, or full refund including original postage costs where applicable.

6. Refund Process

Once we receive and inspect your return (if applicable), we will notify you of the outcome.

Approved refunds will be issued to your original payment method within 5–10 working days. Processing times may vary depending on your bank or payment provider.

Original shipping costs are non-refundable unless the return is due to our error or a faulty item.

7. Late or Missing Refunds

If you have not received your refund after 10 working days:

- Check your bank account again
- Contact your card provider — it may take time before your refund is officially posted
- If you have done this and still have not received it, please contact us at hello@beauti-nails.com

8. Contact Us

For any refund or return queries, please contact:

 hello@beauti-nails.com

Please include your order number so we can help you as quickly as possible.