

## Service Agreement and Refund Policy

This Service Agreement and Refund Policy ("Agreement") is entered into between Nails With Sophie and the client for the provision of nail salon services. By booking an appointment and/or receiving services at our salon, the Client agrees to the terms outlined in this Agreement.

### Services Offered:

The Salon offers a variety of nail care services, including but not limited to manicures, pedicures, nail enhancements, nail art, and other related services as outlined in the Salon's menu.

### Appointment Booking:

Clients are required to schedule appointments in advance to ensure availability. Clients may book appointments in person, over the phone, or through the Salon's online booking system.



## Payment:

Payment for services is due at the time of service completion. The Salon accepts cash and other forms of electronic payment. Prices for services are clearly displayed, and any additional charges will be communicated to the Client before services are rendered.

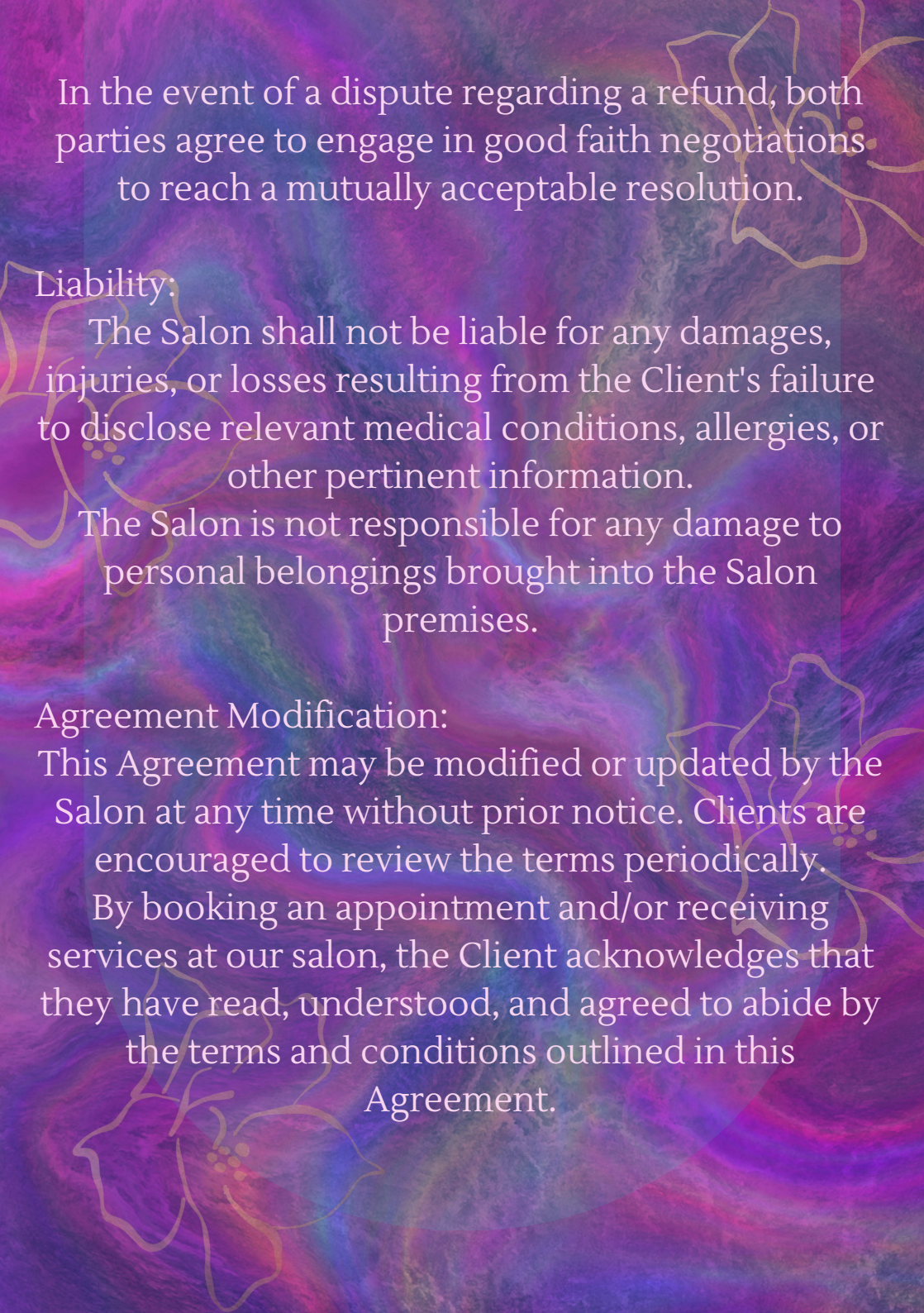
## Refund Policy:

The Salon strives to provide high-quality services to every Client. If a Client is dissatisfied with the services received, they must notify the Salon staff before leaving the premises. The Salon will make reasonable efforts to address any concerns and resolve the issue to the Client's satisfaction.

Refunds are issued at the discretion of Salon management. If a refund is approved, it will be processed using the original payment method or through an alternative method agreed upon by both parties.

Refunds will not be provided for services that have already been rendered, except in cases where the Salon acknowledges fault or inability to complete the service as agreed.





In the event of a dispute regarding a refund, both parties agree to engage in good faith negotiations to reach a mutually acceptable resolution.

#### Liability:

The Salon shall not be liable for any damages, injuries, or losses resulting from the Client's failure to disclose relevant medical conditions, allergies, or other pertinent information.

The Salon is not responsible for any damage to personal belongings brought into the Salon premises.

#### Agreement Modification:

This Agreement may be modified or updated by the Salon at any time without prior notice. Clients are encouraged to review the terms periodically.

By booking an appointment and/or receiving services at our salon, the Client acknowledges that they have read, understood, and agreed to abide by the terms and conditions outlined in this Agreement.