**Polished by Mia Policies:**

The purpose of this policy is to advise you as our customer, as to the services that can be expected from Polished by Mia, and the steps and procedure that can be taken if you, the customer are not satisfied with the services you receive from Polished by Mia.

**What we offer:**

* Manicure & Pedicure
* Artificial Nails
* Nail art

**Payment Methods:**

Cash, Cash App, Apple Pay and Gift Certificates are acceptable tenders for all services and products.

**Deposits:**

Polished by Mia is primarily a “by appointment” business, therefore, last minute cancellations can have a great impact to our business and that of our technician. Because of this deposits are required as of **10/01/2020**. A $20 deposit can be made by cash, cash app or apple pay and the amount charged will be applied towards the service on the day of your appointment.

**Lost or stolen Gift Cards:** Treat your Gift Card like cash. Lost or stolen cards will not be replaced or refunded.

**Gift Cards cannot be canceled:** You cannot cancel your Gift Card.

**Cancelations:**   
Appointments can be cancelled 24 hours in advance by calling, texting, or messaging Polished by Mia so that your reserved time can be given to another client on our waiting list. We understand that sometimes emergencies happen, and it is not always possible to give adequate notice when you cannot make an appointment. However, be aware that if you repeatedly cancel appointments without proper notice, we reserve the right to ask for a non-refundable deposit to secure your next appointment.

**Late Arrivals:**Tardiness Scheduled appointments have a 15-minute grace period to allow for unpredicted traffic or parking difficulties. If you anticipate that you will be later than 15 minutes, please call ahead to see if we have the availability to complete your service in full. One late client can throw off our entire schedule and cause other clients to be late for their commitments. Therefore, if you arrive more than 15 minutes late, we reserve the right to refuse partial or complete services.

**No Call No Show:**  
If you do not arrive to your scheduled appointment time within 15-minutes you will be considered a no-show, which will result in a $25 No Show Fee, this No-Show Fee will be due within 24-hours of your scheduled appointment time via $Cash App.

\*\*\* Unforeseen circumstances may be exceptions to this policy! Please speak with Polished by Mia directly to discuss. \*\*\*

**Children and Group Policy:**

Due to hazardous chemicals, products and implements within the salon environment, Polished by Mia asks that you please refrain from bringing small children to your appointment! Polished by Mia is a small studio space so please refrain from brining multiple friends/family or group of friends/family to your appointments.

**Refunds:**

If you are not happy with your nails, please make us aware of it **before you pay**. We will adjust them to your satisfaction or remove any enhancements or coatings that have been applied. No refunds will be given after you have left the salon.

**Complimentary Fixes:**

If you are ever dissatisfied with any service in the salon, we will gladly make the corrections necessary to exceed your expectations within 3 days of your original services. No refund is given after it has been rendered.  
– Enhancements and gel polish manicures are guaranteed for 5 business days after your appointment; excluding breakages. If you lose an enhancement or notice chips or lifting in the first 5 days, please call us to schedule a free repair. (Repairs must be arranged within 3 days of notification to the salon to be considered complimentary fixes.)

-Traditional Nail polish services are not guaranteed.  
However we would be glad to fix them for you. Must be called in within 24-48 hours after initial service and schedule an appointment for nail fix within 2 days.

**Quality Guarantee- Regular Polish:**

Regular polish applications may last in duration from 1 to 7-days depending on several factors specific to the client, including: client lifestyle, client health and following of maintenance instructions.

Polished by Mia does NOT guarantee the longevity of ANY regular polish product once your appointment has been completed due to the varying factors explained above, the product formulation and manufacturer’s instructions on regular nail polish.

**Quality Guarantee-Gel Polish:**

Gel Polish—often referred to as “Shellac”—is a light-cured polish product that may last a duration of 2-4 weeks depending on several factors specific to the client, including: client lifestyle, client health and following of maintenance instructions. However, there may also be additional complications in the application process, chemistry of the product and other factors that may cause product breakdown (peeling, lifting, fading, wrinkling, etc.) Due to this, Polished by Mia provides a 3-day guarantee period, in which if you experience any of these issues you may return to the salon to have a repair done FREE of charge. However, it is at Polished by Mia’s discretion! If we feel that your product breakdown was not caused by error in application and exceeds normal wear and tear you will be charged for the nail repair service.

**Quality Guarantee- 3D Embellishments:**

All nail art fixtures with raised surfaces such as Jewels, glitter and 3-D embellishments are NOT guaranteed by Polished by Mia due to the unpredictable nature of the client’s daily activity that may cause loss of these items.

**Nail Fill Policy:**

Maintenance should be performed on Nail Enhancement services every 2 to 3--weeks to ensure the integrity of your service and the health of your natural nails. Due to an increased product cost and increased appointment time required for maintenance on Nail Enhancements, those individuals who wish to receive or exceed a 4--week maintenance schedule will be charged for a Full Set.

\*There may be exceptions to this policy, as we understand that the rate of natural nail growth may be different for every client. We ask that each client discuss this with us so we can make appropriate appointment arrangements.

***\*\* Please remember, nails are jewels, not tools. Be kind to your nails and they will look beautiful for weeks after your service. \*\****

**We Reserve the Right to Refuse Service To:**  
Anyone with a nail condition we suspect may be contagious  
Anyone with open or infected wounds on the treatment area  
Anyone in ill health that we may suspect may be contagious, or we fear could be harmed by our service  
Anyone more than 10-15 minutes late for an appointment  
Anyone demonstrating inappropriate behavior to our nail technicians and other customers