

NailPro FAQ's

NailPro has three locations in Florida, US:

Miami: 123 Jefferson Street, Miami, FL 33101

Orlando: 456 Washington Avenue, Orlando, FL 32801

Tampa: 789 Roosevelt Street, Tampa, FL 33602

1. What are NailPro Supply's opening hours?

Answer: NailPro Supply's opening hours are Monday to Friday from 9:00 AM to 6:00 PM (local time).

2. What products does NailPro Supply offer?

Answer: NailPro Supply offers a wide range of nail products including nail polish, gel polish, acrylic powders, nail art tools, and more.

3. Do you offer nail supplies for both professional technicians and DIY enthusiasts?

Answer: Yes, NailPro Supply caters to both professional nail technicians and DIY enthusiasts, providing high-quality products suitable for all skill levels.

4. How can I place an order on NailPro Supply's website?

Answer: You can place an order on our website by adding desired items to your cart and proceeding to checkout.

5. What payment methods do you accept?

Answer: We accept payments via credit/debit cards, PayPal, and other secure online payment methods.

6. Can I track my order once it's been placed?

Answer: Yes, you will receive a tracking number via email once your order has been shipped, allowing you to track its delivery status.

7. How long does shipping typically take?

Answer: Shipping times vary depending on your location. Generally, orders within the continental US arrive within 3-5 business days.

8. Do you offer international shipping?

Answer: Yes, we offer international shipping to select countries. Shipping times and rates may vary.

9. What is NailPro Supply's return policy?

Answer: Our return policy allows for returns within 30 days of purchase for a full refund or exchange.

10. How do I return a product?

Answer: Please contact our customer service team for assistance with returns and exchanges. customers@nailprosupply.com

11. Do you offer wholesale pricing for bulk orders?

Yes, we offer wholesale pricing for bulk orders. Please contact our sales team at sales@nailprosupply.com for more information.

12. Are there any discounts or promotions available?

Yes, we regularly offer discounts and promotions. Please visit our website or subscribe to our newsletter to stay updated on our latest offers.

12. Can I cancel or modify my order after it's been placed?

Orders can be modified or canceled within 24 hours of purchase. Please contact our customer service team at customers@nailprosupply.com with your order details for assistance.

13. Do you offer customer support for product usage and troubleshooting?

Yes, we offer customer support for product usage and troubleshooting. Try asking your question in this chatbot. If you cannot find the answer, please email us at support@nailprosupply.com with any questions or concerns.

14. How can I contact NailPro Supply's customer service team?

You can contact our customer service team via email at support@nailprosupply.com or by phone at 1-800-123-4567.

15. Can I request samples of your products before making a purchase?

Yes, we offer product samples upon request. Please email us at samples@nailprosupply.com with your sample requests.

16. Are there any upcoming events or sales I should know about?

Yes, we regularly host events and sales. Please visit our website or follow us on social media to stay updated on our upcoming events and promotions.

17. Do you offer gift cards?

Yes, we offer gift cards for purchase. You can buy them online on our website or in-store at any of our locations.

18. How do I stay updated on NailPro Supply's latest products and promotions?

You can stay updated on our latest products and promotions by subscribing to our newsletter, following us on social media, or visiting our website regularly.

19. Are your products suitable for sensitive skin?

Yes, our products are formulated with high-quality ingredients that are generally safe for all skin types. However, if you have specific allergies or sensitivities, we recommend checking the ingredients list provided on each product page or contacting our customer service team for further assistance.

20. What types of nails do you sell?

We sell a variety of nail types.

Acrylic Nails:

- Acrylic nails are one of the most popular choices for artificial nails. They are made by combining a liquid monomer with a powder polymer, creating a durable and long-lasting material that can be sculpted into various shapes and lengths.

- The application process involves brushing the liquid and powder mixture onto the natural nails or nail tips and then shaping them to the desired length and style.

- Acrylic nails are known for their strength and durability, making them ideal for those who want to add length and durability to their natural nails.

- However, acrylic nails require regular maintenance, including refills every two to three weeks as the natural nails grow out.

Crystal Nails:

- Crystal nails are a variation of acrylic nails but with a clear or translucent appearance, giving them a glossy and glass-like finish.
- Like acrylic nails, crystal nails are created using a liquid monomer and a clear powder polymer. However, the final result is a shiny and transparent nail.
- The application process for crystal nails is similar to that of acrylic nails, involving the sculpting of the material onto the natural nails or nail tips.
- Crystal nails are known for their elegant and sophisticated look, making them a popular choice for special occasions or those who prefer a natural appearance.

Gel Nails:

- Gel nails are created using a gel-based polish that is applied to the natural nails or nail tips and then cured under a UV or LED lamp.
- Gel polish is thicker and more flexible than traditional nail polish, giving it a glossy and durable finish that can last for several weeks without chipping.
- Gel nails are available in a wide range of colors and finishes, including glossy, matte, and shimmering.
- One of the main advantages of gel nails is their quick drying time, as the curing process only takes a few minutes under the lamp.

Powder Nails:

- Powder nails, also known as dip powder nails or SNS nails, involve dipping the natural nails or nail tips into a colored powder.

- The powder is applied over a base coat and then sealed with a topcoat, creating a durable and long-lasting manicure.
- Powder nails are available in a wide range of colors and finishes, including matte, glossy, and glittery.
- One of the main benefits of powder nails is their instant dry time, as the powder sets quickly without the need for a UV or LED lamp.

Press On Nails:

- Press on nails are artificial nails that come pre-shaped and pre-painted, ready to be applied to the natural nails using adhesive tabs or nail glue.
- These nails are convenient and easy to apply at home, making them a popular choice for those who want a quick and temporary manicure.
- Press on nails are available in various shapes, sizes, and designs, allowing for customization and creativity.

Silk Wrap Nails:

- Silk wrap nails involve applying a thin layer of silk fabric or fiberglass over the natural nails to strengthen and protect them.
- The silk wrap is applied using a clear adhesive and then trimmed and shaped to fit the nails perfectly.
- Silk wrap nails are ideal for those with weak or brittle nails, as they provide added strength and support.
- However, silk wrap nails are temporary and require regular maintenance, including refills every few weeks.

Each type of nail has its unique advantages and disadvantages, so it's essential to consider your preferences and lifestyle when choosing the right option for you.

Nail Polish vs. Gel Nails

When it comes to nail enhancements, nail polish and gel nails are two popular options that offer distinct features and benefits. Understanding the difference between these two products is essential for achieving the desired nail look and maintaining healthy nails. In this guide, we'll explore the characteristics, application methods, and pros and cons of both nail polish and gel nails.

Nail Polish:

Nail polish, also known as nail enamel or nail lacquer, is a liquid-based product applied to the nails to add color and shine. It comes in a wide range of colors, finishes, and formulas, including matte, shimmer, metallic, and glitter.

Nail polish is typically air-dried and does not require any special curing equipment. It is easy to apply and remove, making it a convenient option for quick nail color changes.

However, nail polish may chip or peel easily, especially with frequent hand washing or exposure to water.

Gel Nails:

Gel nails are a type of artificial nail extension that offers a durable and long-lasting finish. They are made from a gel-like substance that is cured under UV or LED light, providing a glossy and chip-resistant coating.

Gel nails are available in a variety of colors and finishes, including opaque, sheer, and glitter. They offer a lightweight and flexible feel, similar to natural nails, making them comfortable to wear for extended periods.

Gel nails require special curing equipment and proper application techniques to ensure a flawless finish. While gel nails provide a durable

and glossy finish, they may require professional removal and can be more challenging to remove at home compared to nail polish.

User Guide: Installing Acrylic Nails

Acrylic nails are a popular choice for those who want to enhance the appearance and strength of their natural nails. Here's a step-by-step guide to installing acrylic nails at home:

Materials Needed:

- Acrylic nail kit (includes acrylic powder, acrylic liquid, nail primer, nail tips, nail glue, acrylic brush)
- Nail file
- Nail buffer
- Cuticle pusher
- Cotton balls or pads
- Nail polish (optional)
- Nail polish remover (optional)

Step 1: Prepare Your Nails

1. Start by removing any existing nail polish using nail polish remover and cotton balls.
2. Use a nail file to shape your nails to your desired length and shape.
3. Gently push back your cuticles using a cuticle pusher to create a clean nail bed.

Step 2: Apply Nail Tips

1. Select the appropriate size nail tip for each of your nails. Trim and file the tips if necessary to fit your natural nails.
2. Apply a small amount of nail glue to the underside of the nail tip.

3. Press the nail tip firmly onto your natural nail, making sure it is centered and aligned with the edge of your nail bed.
4. Hold the nail tip in place for a few seconds to allow the glue to dry completely.

Step 3: Trim and Shape the Nail Tips

1. Use a nail clipper to trim the nail tips to your desired length.
2. Use a nail file to shape the edges of the nail tips, creating your desired nail shape (e.g., square, oval, almond).

Step 4: Apply Primer

1. Apply a small amount of nail primer to each of your natural nails. This helps the acrylic adhere better to your nails and prevents lifting.
2. Allow the primer to dry completely before proceeding.

Step 5: Mix Acrylic Powder and Liquid

1. Pour a small amount of acrylic liquid into a dappen dish.
2. Dip your acrylic brush into the liquid and wipe off any excess liquid on the side of the dish.
3. Dip the brush into the acrylic powder, picking up a small bead of powder on the tip of the brush.

Step 6: Apply Acrylic Mixture

1. Starting near the cuticle, apply the acrylic mixture to your nail in a small, circular motion.
2. Use the brush to spread the acrylic evenly over the entire nail surface, working quickly before the acrylic sets.
3. Continue applying acrylic to each nail, one at a time, until all nails are covered.

4. If necessary, use a nail file to shape and smooth the acrylic surface.

Step 7: Finish and Buff

1. Once the acrylic has dried, use a nail buffer to smooth out any rough edges and create a uniform surface.
2. Buff the surface of the acrylic to remove any imperfections and create a shiny finish.

Step 8: Optional: Apply Nail Polish

1. If desired, apply a coat of your favorite nail polish over the acrylic nails.
2. Allow the polish to dry completely before applying a second coat, if needed.

Step 9: Final Touches

1. Finish with a clear top coat to seal and protect your acrylic nails.
2. Apply cuticle oil to moisturize your cuticles and keep your nails healthy.
3. Enjoy your beautiful acrylic nails!

Note: If you encounter any issues during the application process or experience lifting or other problems with your acrylic nails, please consult a professional nail technician for assistance.