

Refund Policy for AXM NAILS

At **AXM NAILS**, we take great pride in delivering high-quality, custom press-on nails. However, we understand that sometimes things may not go as planned. Please read our refund policy carefully to ensure you understand the conditions under which a refund or partial refund may apply.

1. Damaged Nails Upon Arrival

- **Refund Eligibility:** If your nails arrive damaged, we accept **refund claims**. You must notify us within **24 hours of delivery** and provide clear photo evidence of the damage.
- **Shipping Insurance:** If you opted for **shipping insurance** at checkout, any claims for damage during shipping will be processed according to the insurance terms.
- **No Insurance Coverage:** If no shipping insurance was selected, **AXM NAILS is not liable for damages during shipping**.

2. Unsatisfactory Nails

- **Partial Refund (40%):** If you are unsatisfied with the design of your custom nails, you may receive a **40% partial refund** of the total amount paid, provided that:
 - You contact us within **24 hours of delivery**.
 - The nails are **unused, unopened, and returned in their original condition**.
 - Please note that **full refunds are not available** due to the customized nature of the product, materials used, and time allocated to design and production.

3. Non-Refundable Conditions

- **Once the Design is Approved:** After you approve your design, no changes can be made, and refunds will not be issued once production begins.
- **Failure to Respond or Provide Details:** If you do not respond or provide necessary details (such as nail measurements) within **7 days of booking**, your order may be canceled without a refund.
- **Used or Opened Nails:** If the nails are opened or used, we cannot accept a return for a refund.

4. Cancellations

- **Cancellation Before Design Approval:** You may cancel your order before the design is finalized and production begins. However, once production starts, **cancellations are not possible**.
- **Cancellation Due to Lack of Information:** If we do not receive necessary information (such as nail measurements or design details) within **7 days of booking**, your order may be canceled without a refund.

5. Shipping and Returns

- **Return of Items for Refund:** To qualify for a refund, the nails must be **returned in their original, unused, and unopened condition**. The return shipping costs will be your responsibility.
- **Shipping Costs:** Shipping fees are non-refundable, and you will be responsible for the return shipping costs if applicable.

6. Refund Processing

- Once your return has been received and inspected, the appropriate refund (if eligible) will be processed. This can take up to **10 business days** after receiving the returned product.
- Refunds will be issued via the original payment method used for the purchase.

We reserve the right to change this policy, you will be notified.