

Terms & Conditions for AXM NAILS

Welcome to **AXM NAILS**! By accessing or using our website and placing an order, you agree to the following terms and conditions. Please read them carefully to ensure you fully understand your rights and obligations.

1. General Terms

- These terms and conditions govern the use of our website and services.
- By booking an appointment or placing an order, you agree to comply with these terms. If you disagree with any part of these terms, please do not use our website or services.

2. Booking & Payment

- Full payment is required at the time of booking for all orders.
- If the final design exceeds the original payment (e.g., you upgrade to a more detailed design), an invoice for the price difference will be issued.
- All additional charges, including shipping fees, will be clearly communicated to you in advance.
- Shipping costs are invoiced separately and must be paid before your order is shipped.

3. Consultation & Design Process

- After your booking, you will be contacted via your preferred method (Instagram DM, phone, or email) for a consultation.
- You will be asked to provide:
 - A detailed description of the design you want.
 - 1-3 inspiration images to guide the design process.
 - Your nail measurements in millimeters, including images using the coin measurement method (instructions available on the website).
 - Your preferred nail color(s), shape, and length.
 - Any additional design preferences, including elements to avoid or specific creative requests.

4. Design Finalization & Approval

- The design process may take **1-7 days**. You will receive a digital mockup for approval.
- Minor adjustments can be requested at this stage. Once the design is approved, no further changes can be made without additional charges.
- After approval, the design will be finalized, and any changes requested will incur extra costs.

5. Production & Delivery Time

- Nails are handcrafted and will be completed within **2-14 business days**, depending on the order volume.

- Once completed, we will contact you to arrange either **collection or shipping**.
- Shipping charges are invoiced separately and must be paid before shipment.
- Shipping will only occur once the shipping fee has been paid in full.

6. Shipping Insurance

- At checkout, you have the option to purchase **shipping insurance** for your order. This service covers any damages or loss of goods during shipping.
- **AXM NAILS is not liable for damages or loss of goods during shipping** unless shipping insurance has been selected at checkout.
- If shipping insurance is selected, any claims for damages or loss must be reported within **7 days of delivery** with proof of the damage or loss.

7. Cancellations & Refunds

- **Refunds are accepted only if the nails arrive damaged**, and you must notify us within **24 hours of delivery** with photo evidence. If shipping insurance was purchased, claims for damaged goods will be processed accordingly.
- If you are dissatisfied with your nails, you may receive a **40% partial refund** of the total amount paid, provided that:
 - You notify us within **24 hours of delivery**.
 - The nails are **unused, unopened, and returned in their original condition**.
 - **Full refunds are not available**, as materials and time are allocated to designing your custom set.
- **Once the design is approved and production begins, orders cannot be canceled.**
- If you fail to respond or provide necessary details (such as nail measurements) within **7 days** of booking, your order may be canceled without a refund.

8. Customer Responsibilities

- It is your responsibility to provide accurate nail measurements. **We are not liable for incorrect sizing** due to customer error.
- Ensure that all details, including design preferences, nail measurements, and shipping information, are accurately communicated to avoid delays.
- We reserve the right to decline requests that are beyond our creative scope or not feasible for production.

9. Intellectual Property

- All designs, concepts, and products produced by AXM NAILS remain the intellectual property of the business unless otherwise agreed upon.
- You may not use or distribute any designs without permission.

10. Limitation of Liability

- AXM NAILS is not liable for any damage, injury, or dissatisfaction resulting from the use of our products.

- We are not responsible for any delays caused by shipping carriers or circumstances beyond our control.

11. Changes to Terms & Conditions

- AXM NAILS reserves the right to modify or update these terms and conditions at any time. Changes will be posted on this page, and you are responsible for reviewing these terms periodically.

12. Governing Law

- These terms and conditions are governed by the laws of **Portugal**, specifically **Funchal, Madeira**. Any disputes arising from the use of this website or our services shall be resolved under the jurisdiction of **Funchal, Madeira**.

13. Contact Information

- For any questions or inquiries regarding these terms or our services, please contact us at:
 - **Email:** contact@artxmelody

By placing an order with **AXM NAILS**, you agree to abide by these terms and conditions.
Thank you for choosing us to create your custom press-on nails! 🎨 ✨