

**This is a PROFESSIONAL ONLY nail site.**

Please send us a copy of your license.

We keep them on file and check prior to shipping a "first time" order.

Email: tuffenuffnails@telus.net or Text: 250-256-8793

This website and products found on this site are intended for use by the Licensed Professional Nail Tech's. When ordering Tuff Enuff Nails Product please ensure you are a professional Nail Technician who carries a valid license or certification in the use of applying artificial nail products. These products are NOT intended for individuals who do not carry such licenses. Tuff Enuff Nails Canada will not be held responsible for any of those person/s who do not carry such requirements.

**Shipping & Returns**

All orders will be shipped within 24 hours excluding Saturday and Sunday.

If you wish to be contacted regarding optional shipping insurance, make a note of it in the comment section during your checkout process.

If you choose the express post shipping, please note it is 3 business days regional and 4 nationals. It also comes with \$100.00 insurance and a tracking number.

Express post can be less shipping costs than expedited with all the extras.

**Returns & Replacements**

We value your business and satisfaction.

You may return UNUSED & UNOPENED merchandise in its original condition within 14 days of the invoice date for a refund, credit or exchange (excluding restocking, shipping and handling fees) except for Trial Kits.

There is no refund on Trial Kits.

We cannot accept returns or issue any credit on merchandise that has been opened and/or partially used.

All returns are subject to a 20% restocking fee. In the event a product is defective, a full refund will be issued upon authorization, receipt, and inspection of the product. Please phone ahead for troubleshooting and authorization for return.

**TERMS AND CONDITIONS OF SALE**

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Subject to the terms and conditions set forth herein, www.tuffenuffnails.com agrees to deliver the goods ordered on the site www.tuffenuffnails.com & .ca in exchange for settlement of the entire agreed amount.

## **ACCEPTANCE OF TERMS**

By submitting the order to [www.tuffenuffnails.com](http://www.tuffenuffnails.com) or [.ca](http://www.tuffenuffnails.ca), the customer declares unreservedly to accept the terms of that order as well as the full terms and conditions of sale.

## **CUSTOMS**

### **SHIPPING COSTS**

The costs applicable to the handling and shipping of products are primarily based on the weight and size of the package. We offer low-cost economy rates which are insurable up to 100.00 and track-able. If the Economy Shipping Rate is selected for your order, you agree that [www.tuffenuffnails.com](http://www.tuffenuffnails.com) and/or Barbara Hjerpe shall not be held liable for loss or damages of product in transport.

### **ORDER**

In case of the unavailability of an item after payment is received for your order, the customer will be informed and refunded as soon as possible.

### **PRICES**

Prices are in Canadian dollars (CAD) and do not include shipping and taxes.

### **PAYMENT**

All orders are payable in Canadian dollars. The Shipping Deadline for the shipment of the order is 24 hours, 48 hours max, after receipt of payment. Any items on back order, will be shipped as soon they are delivered to our warehouse and cleared for delivery to the customer.

[www.tuffenuffnails.com](http://www.tuffenuffnails.com) cannot be held responsible for any consequences of late delivery and/or shade of color or the size of items purchased.

### **PERSONAL INFORMATION**

[www.tuffenuffnails.com](http://www.tuffenuffnails.com) is committed to never disclose information about its customers or to use for other purposes than to communicate with and responding to.

### **INTELLECTUAL PROPERTY**

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### **APPLICABLE LAW AND DISPUTES**

All transactions on the [www.tuffenuffnails.com](http://www.tuffenuffnails.com) site is subject to the applicable laws of the Province of British Columbia and Canada. In case of dispute, an amicable solution will be sought before any legal action. The parties agree to choose the judicial district of Lillooet, Province of British Columbia, Canada for the hearing of any claims or lawsuits