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Contact Date	Reference #	Primary Organisation	Other Organisations	Description
/2023	REF3977485			<p>Received gift card last Christmas (purchased /21). Gift card was only valid for 6 months. Called nail salon as gift cards legally have to be valid for 3 years. Lady on the phone was not willing to help, asked if her manager could give me a call. Left my details however have not received communication since, called /22.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b> Contacted the business via phone call. Lady on the phone did not help me, just kept repeating that I couldn't use the gift card as it had "expired". Requested that her manager give me a call. Left my number and details and have not received a response (called /22)</p>
/2023	REF3981839	Not Applicable / N/A / Unknow		<p>C is a business C runs a nail salon C says that a consumer has said that theyre unhappy with the job was done C says that the consumer has quoted the accc saying they can keep the nails and get a refund C has offered to remove the nails and give a refund C wants to know rights</p>
/2023	REF3982059	Not Applicable / N/A / Unknow		<p>C is consumer C notes that a nail salon in their area asks consumers to pay \$30 by cash if they want to use EFTPOS C also notes a bakery in the same area that charges consumers more for paying by card which C claims is separate to a surcharge</p> <p>/2023 Unable to create trader profiles with the details provided</p>
/2023	REF3982637			<p>Basically I went and had my nails done today which I do not do very often. I got a pedicure, the lady doing it was extremely rough she either cut me or clipped me or something to the point that one of my toes is constantly burning. She placed very hot towels on my feet which i've never had before btw and my feet were flinching and reacted to how hot it was especially the foot with the cut or whatever. She laughed at me and said 'yes hot' and I tell her no it hurts, and she ignored me and just kept laughing. She continued on with it and was still being rough, I tried to ask her not to do that but did not listen. She used a scrub on my feet that when I got home I noticed I still had it on my foot, the same foot with the cut or whatever. The nails were done poorly, blotchy and uneven. I got french.</p> <p>Then she did my finger nails, she kept trying to give me a manicure but I did not ask for that and had to keep telling her no. She did not listen, even the people sitting near me kept looking over each time I was ignored and laughed at. Nails were done and like to toes they did not match, uneven and blotchy and there were weird scratch marks under the shellac? Never had that before. She also cut all my nails off, I grew them long so I had some length so I didn't need to add length at the salon, I told her this but no she cut them almost all the way off.</p> <p>Went to pay and they tried to charge me for a manicure and a pedicure, I told her no I tried to tell the lady multiple times that is not what I asked for. I had proof of my booking so the girl at the counter was lovely and didn't charge me for it.</p> <p>I will add I did not notice anything wrong with the nails or feet until I got home. I sent them a facebook message straight away showing my feet and hands and also telling them how I was treated by the lady who gave me my treatment. I am very unhappy with the unprofessional quality of my nails and service I got so I asked them for a refund, because I can't actually go back in for a re-do as I am going away and then moving out of the area as soon as I get back. They are refusing a refund, and only refund if you are bleeding. I can't walk around without my toe burning like crazy, having scrub left on my foot and then the poor service I would expect a refund, but they won't.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b> They said they do not give refunds, unless you are bleeding from their services.</p>
/2023	REF4001001	Not Applicable / N/A / Unknow		<p>C is a consumer C notes that every Sunday T will only accept cash payments but they accept card every other day C wants to understand if we have any legislation regarding this</p> <p>T - N/A (C notes they are a nail salon)</p>

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/2023	REF4008062	[REDACTED]	[REDACTED]	<p>T sells nail drills  C purchased one for \$500 from a local supply company, [REDACTED]  A few months later, it started malfunctioning  It was sent back 3 times then sent back to C, still faulty  T eventually sent her a completely new one  C told them she wanted a refund  C called T today</p> <p>[REDACTED]</p>
/2023	REF4014645	Not Applicable / N/A / Unknow		<p>I have visited this nail salon many times in the last. At today's visit after having a manicure and pedicure I went to the front reception desk to lay and the worker informed me that they accept cash only. I have always paid with credit card in the past without ever being advised that the business accepted cash only. Most importantly, I was NOT notified before the start of my service that the business only accepted cash.</p> <p>BUSINESS RESPONSE DESCRIPTION  I explained this to the worker and she just kept insisting it was cash only and that I could go to the ATM and get cash and come back.</p>
/2023	REF4027842	[REDACTED]		<p>Today [REDACTED], 2023 I drove to [REDACTED] at [REDACTED] I have been trying to find time to return a bottle of [REDACTED] gel polish I bought on [REDACTED], 2022. I either had the receipt or didn't have the product with me for the time taken. I approached the front counter and spoke to the girl behind it. The girl said we cannot give you a refund as it is cosmetics. I explained to her that the polish will not set, she said you need a UV light. I said where does it say that, she said somewhere. I said well it does not say on the box or the bottle. They took a very long time to sort me out, coming up with all sorts of things. I also asked well do you sell a UV light she did not know that and I said who has a UV light apart from a professional nail technician. No answer. In reading on the back of the bottle it says at the top for Professional use only. Maybe that is where the problem lies. A department store selling a product that should only be sold to a nail salon.</p> <p>BUSINESS RESPONSE DESCRIPTION  I asked to speak to the manager and she said it is our policy not to refund. My bill was for \$[REDACTED] the nail polish was \$[REDACTED] and they could not refund me this amount. I have taken photos and copy of my bill. The point being here is that they should not be selling a product that is for professional use only when we are just the public and professional nail technicians.</p>
/2023	REF4035789	Not Applicable / N/A / Unknow		<p>C has been going to T for 5 years  C states that the last 4 visits have been "pretty dreadful"  C states she always makes a booking but ends up waiting over a 1.5hrs for service  C states shes noticed the hygiene standards have gone down  C states she made a booking at 12 and was out of there at 2:10, stating its a 45 minute job  C was sitting in the chair for an hour which triggered [REDACTED]  C states she broke down from the pain  C states T asked for \$90  C refused to pay as she has been there for over 2 hours  C states that T raised her voice at C  C states that T's husband locked her in the salon for refusing to pay  C states T only takes cash  C ended up paying \$90  C called fair trading who transferred her to ACCC  T is [REDACTED]</p>

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<p>/2023</p>	<p>REF4079747</p>	<p>[REDACTED]</p>	<p>T = [REDACTED]                  T2 = [REDACTED]</p> <p>C went to a restaurant last night and T2 passed her and her family an ipad asking them to leave reviews - C had to enter the following information name and email address                  C and her family have now been receiving emails from T redirecting them to make a google review meaning T's services is redundant                  C was at a nail salon today and saw T door knocking and selling this product to business in their area                  C thinks its a scam                  C wants to report</p> <p>C said they will inform T2 of the issue and to call us</p>
<p>/2023</p>	<p>REF4102423</p>	<p>[REDACTED]</p>	<p>C was cold to contact us by a shopping centre                  C tried to go through all the correct channels for a refund                  C notes the owner has misquoted the law and bullied and screamed at C                  C has been given a gift voucher that they are claiming is a refund                  The shopping centre has advised that they cannot do anything                  Tuesday afternoon C went to a nail salon in a shopping mall and asked very specifically for what they wanted                  C notes the worker at T wasn't listening to what C was saying                  C asked it to be fixed as it was being done but C ended up with "horrible nails"                  C would call this faulty right off the bat                  C was also left in pain during the process                  C notes that T was clearly not listening or wanted to hear what happened                  C eventually just paid and left as they had to go as it took an hour and a half                  All the next day it was still hurting and C ended up leaving work early and C asked for the nails to be fixed                  C asked for a refund and wanted to have the nails removed                  C got the nails removed and the owner argued that they did not need to give a refund and screamed and belittled and gave a gift voucher for \$65                  After being given the gift voucher C was "virtually shoved out of the store"                  C notes that they didn't change their mind, but that the service was not what C asked for and was caused pain from the service                  C has put a dispute in with their bank to try and go down that road                  C paid \$65                  C notes that the centre management say that they have had a lot of issues with T</p> <p>T - [REDACTED]</p>

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<p>██████████/2023</p>	<p>REF4106341</p>	<p>██████████</p>	<p>I went in ██████████ to do shellac nail on ██████████. Saying they will last 2 weeks, or with care 3+weeks. After 4 days, one of my nails chipped from the nail tip, 2 of my nails cracked from the side. I went back get it fixed on ██████████, still paid to get 2 of my nails fixed. The person who provided me the service was checking all my nails and filed them all including the ones without any problems. She file quite a bit off, I thought she is getting them fixed too. But in the end she just put the top coat on and say it's done. She didn't advise me before she filed the ones are fine. Day after ██████████ nail started to chipped one after another. In 2 days after my second visit, there are 3 more shellac chipped. I have emailed the business and send the photos. They offered to fixed again but I had them fix once and it didn't go very well. So I said I would like refund and get it removed. They said they can only offer fix no refund. So I said I just want to get it removed in stead of fix (they remove shellac before fix) don't worry about put any color on. They reply said i peeled my shellac off on purpose to get a free removal which is no true. I have paid both visits for what they ask for, nothing I did was free. Now I have no confidence to let them do my nails again as my nails are filed thin and vulnerable by them. Owner has zero communication, saying Im asking unreasonable refund by the service they provided. I went back twice in a week, the service they provided should last for 2 weeks. It didn't even last than 8 days from first of my visit. I have paid \$74 in total and I ask for partial refund of 50 dollars. Owner just reply said he is not going to refund me at all and the whole time no one is apologizing for the poor quality and experience I received.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>I emailed the business and initially they said they can fix the nails, but shortly after they sent back messages saying that I must be to blame and that they wouldn't do anything for free as they believe I broke my own nails to try and get the service for free. There method to quick fix my nails previously has led to my nails breaking even worse now and is causing me issues</p>
<p>██████████/2023</p>	<p>REF4109296</p>	<p>Not Applicable / N/A / Unknow</p>	<p>My brother purchased unit ██████████ for our mothers ██████████ to move out of ██████████ into moderate climate</p> <p>Please google it and find what we purchased from the publicly advertised property on Real Estate</p> <p>It is a ██████████ including front yard and back yard.</p> <p>I asked the property agent if I can develop a toilet in the laundry for myself and guests and if I can convert the single small car garage into a bedroom to which he nodded with a smile and gestured at Unit ██████████ that they have a nails salon in their garage and park their vehicle in their driveway second car park</p> <p>I was satisfied and sent approval for purchase to my brother.</p> <p>Now that I have my toilet, I am told by the Body Corporate to avoid losing our "single garage car park !"</p> <p>I referred to the 2 car park</p> <p>The Body Corporate manager ██████████ replied that they are not concerned with the third party claims in making sales</p> <p>I replied that ethically,ba property agent cannot sell without notifying the body corporate nor advertise something that is not to be sold as private property.</p> <p>Please tell them that we have every right to park in our driveway at tandem outside our garage as the driveway is exclusive to our ██████████ only from ██████████ just like the front and back yards are exclusive to our use</p> <p>Thank you.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>The Body Corporate manager ██████████ is neither providing us with our ██████████ Plan showing private areas, exclusive areas and common with Body Corporate areas nor is providing us the Bylaw reflecting that we cannot park on our own driveway outside our garage</p>

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/2023	REF4129818		<p>THEY ARE RUDE, CRUDE AND just plain obnoxious, ill never understand salons who assume what they want, is what the client should have!! Forcing me to have my nails shaped a certain way After telling them what I wanted, they said no it should be like this..well c'mon!!!..I dont want my nails shaped in the rounded way, so I told her just to paint them and not shape them she said no. I daid yes and that went on for 5 min till I said im leaving if I can't have what Im paying for. she muttered something in her own language to her colleague after argueing with me for 10 min, and ofcourse it was some snarly comment because they both laughed..damn RUDE!!!!...</p> <p>THEY ARE definitely more expensive than others charging whatever they see fit in the moment..they rushed me and kept smudging the polish when manoeuvring the UV light, then saying its my fault, fixing and refixing the polish because they cant paint properly. YET They rushed me so much but wanted their money fast for a shitty job.</p> <p>(\$55.00) upping prices to suit them when i kept asking how much and saying no to a pamphlet and its wrong prices just to charge what they see fit at the time. Untidy/dirty work areas, a health hazard with trolleys and chairs in the walk way of less than a meter between foot spas and tables, this is a fire hazard waiting to happen. Literally falling over chairs equipment and nail drills and files stacked up on the floor towels and dirty cushions used on clients that have stains and who knows what else</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b> I tried to explain to the 2 of them what i wanted they argued with me and i said its fine im happy to leave before they said ok.</p>
/2023	REF4155128		<p>C was referred by [REDACTED] C didn't pay, so [REDACTED] said there is nothing they can do. C had a manicure at a nail salon The beauty therapist drilled the nails down to the nail bed and made C's nails bleed. C told T it was painful and told her to stop. T then filed C's nails by hand, causing more pain. C is concerned the therapist wasn't at all qualified. T asked C what do the regular manicurists normally do first. C was out of time and T told her to come back later to finish. C spoke to owner of T when she returned and they were unapologetic. T's owner said "what do you expect when you go to Asians to get it done?" T therapist denied she did anything wrong. C has been to see a Dr due to risk of infection and pain/injury management.</p> <p>T- The [REDACTED]</p>
/2023	REF4156224		<p>I had a gift card given to me purchased from this salon. It is still in date but they wouldn't accept it as they are "new owners" and said it cannot be used period. The salon has the same name and is at the same address. it has not changed to a new business only new owners. I called them as well as seen them in person and both times I was told I can't use it and that they would offer me discount instead. I don't want a discount I want the service that has ALREADY BEEN PAID FOR</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b> I called them and when that didn't work I went in to see them personally. I showed them the voucher asked if I could get my nails done and was told no it's not valid as they are new owner. I asked why not as it's the same name and salon but they just keep saying "no no we new owner" we don't have to.</p>

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<p>█/2023</p>	<p>REF4177818</p>	<p>SCAM (Use for ALL SCAMS incl</p>	<p>Listed a █ Toyota █ for sale on █ for \$█ as a sponsored listing via a █ page in █ called █</p> <p>The ad contained some basic info on the vehicle and some photos.</p> <p>The contact method provided was via the email address of █</p> <p>I've used █ function to contact him so he has no info on me. I have deactivated the █ for now.</p> <p>He claims he's in the █</p> <p>He provided all the correct info on the vehicle including the VIN, all of which I could get for myself from the █ when I ran the rego check.</p> <p>This morning I received another email containing more sales pitch from him and a photo of █!</p> <p>Does the poor guy who owns the license even know his identity is being used to perpetuate theft and fraud?</p> <p>I haven't responded to his last email yet so he still thinks I'm on the hook.</p> <p>I have all the emails between us saved, including a copy of the █ he sent me.</p>
<p>█/2023</p>	<p>REF4182171</p>	<p>█</p>	<p>Have frequented this nail salon in the past 6 months. New policy of CASH ONLY on Sundays was introduced. No alternative at the time. Clients had to walk up the road to withdrawn cash from atm to pay them. I was in on a Friday recently and they now charge 10% surcharge on all eftpos payments, any day of the week.</p> <p>BUSINESS RESPONSE DESCRIPTION</p> <p>At the time of payment, I questioned the 10% and stated that this seems unreasonably high. But still paid ad I figured they weren't going to discount.</p>
<p>█/2023</p>	<p>REF4190245</p>	<p>█</p>	<p>On a Monday morning dated █ 2023 I had my nail done in nail salon called █</p> <p>█ Upon paying my service, I presented my █ Gift Card as my mode of payment. I was trying to make a payment at the counter and one of the staff who service me is rushing me and no patience to check the balance of my █ Card. I myself don't know the current balance of my card and was trying to ask their help if they can check it for me. This █ lady was RAISING her voice and said " I don't know how to check the balance just pay the amount and I replied to her ok since I wasn't sure as to how much just put \$50 so it was processed done the payment. The total amount was \$105 and I still have \$55 balance left. Then she asked the other girls to help out because she is running out of patience with me and she needs to serve the other customer at that time. The other lady who took over was very rude doesn't want to serve me because she is also in a rush. She processed the remaining \$35 balance and over charged me on my other credit card of \$70. Upon returning the difference of \$50 in a very RUDE gesture and IGNORED me while I still thanking them all while walking in TEAR hearing talking in their own LINGO. I've been with them for such a long time, I just try to swallow their rudeness thinking I can let it go and I have witnessed with their other clients too their behaviour. This time THIS HAS TO STOP and ADDRESSED this.</p> <p>BUSINESS RESPONSE DESCRIPTION</p> <p>FACE TO FACE</p>

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/2023	REF4230921		<p>I visited the manicure salon on [REDACTED] 2023 at approximately 1pm. I requested for a Gel Spa Pedicure service and I was hurt/injured by the manicurist/staff who was serving me. She was working on me very quickly without any care and had cut my toe nail on both feet with the cuticle cutter. She had a rude, nonchalant attitude and did not care after she had hurt me. I have expressed pain and blood was visible but she did not bother to apologise or tend to me, aside from using a towel to wipe off blood. I went home and showered and felt more pain on the cuts I had to endure. I am also not sure if the tools she has used are sanitary or not. Based on [REDACTED] reviews (which I did not check as I wanted a service completed in a hurry), many other customers have faced the same issues - rude, incompetent staff who have hurt them before or did not perform services to a minimum basic level. I am now concerned that my toe/foot will be infected with bacteria and will be monitoring my health within these few days. I am also now unable to wear my shoes as my toe hurt a lot, and I am bounded at home, instead of being able to work on my day to day tasks.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b> The manicurist did not bother apologising and just shrugged her shoulders. When I told her I was hurting, she just used a clothe to wipe my blood away. I left the place as soon as I can as I felt unsafe in the premises.</p>
/2023	REF4234904		<p>I attended [REDACTED] Nails [REDACTED] in numerous occasions and was charged extras because I paid with EFTOS card. On [REDACTED] 22, I was charged \$55 for manicure SNS plus \$2 card charge. On [REDACTED] 22, I was charged \$96 for both manicure and pedicure (\$55 nails, \$35 pedicure) plus \$6 card charge. On [REDACTED] 23, I was charged \$62 for manicure SNS including \$7 card charge. On [REDACTED] 23, I was charged \$67 for manicure SNS including \$12 card charge! Then, the main problem escalated on [REDACTED] 23, I had manicure done again. I asked one of the staff in the nail salon, how much it will cost me for manicure SNS which she replied \$60. So, knowing what I must pay, I proceeded to have my nails done. A young [REDACTED] lady attended to my nails and did a wonderful job, so after the service I told her that I will give her a \$20 tip. When it was time for me to pay in the counter, the manager charged me \$92 for the exact service because I kept using my EFTOS card, plus the \$20 tip I gave to the young lady that did my nails. She started getting very intimidating, verbally aggressive, confrontational and raising her voice on me simply because I used my EFTOS card. She said because I always use card that she must charge me for this and threatened me that this will be the last time she will allow me to pay using my card. She charged the \$20 out of my card but didn't give it to the young lady. No sign in the salon displayed about prices nor a NO CARD, or CARD ONLY for any customer to see.</p>
/2023	REF4235257	Not Applicable / N/A / Unknow	<p>C went to a nail salon to get their eyebrows done C was supposed to pay around \$40 for the wax and tint but refused C notes that they did a bad job C doesn't think that they are qualified C wants the staff to be checked for qualified</p> <p>T - [REDACTED]</p>
2023	REF4264400		<p>After leaving the store and paying, I walked straight to another nail salon who urged me to go back and get my money back because they couldn't believe I payed for them. My nails were done incorrectly, they were ridged along the edges, had hair (presumably from the brush) under the polish and didn't reach the base of my nails. I spoke to the store owner and showed him my nails, to which he agreed they weren't great. I asked for a refund to which he berated me in front of the store, yelling he wouldn't do a refund and pointed at the "no refund" sign on the door.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b> I spoke directly to the store owner. I was appalled by his behaviour towards me after asking for a refund for my nails which he agreed were not done correctly. After yelling at me his only option was to fix them "later", I explained I was uncomfortable coming back to get them fixed after the way he treated me and embarrassed me. Once again yelling, "No Refunds" and pointing at his sign.</p>

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<p>2023</p>	<p>REF4314802</p>	<p>Not Applicable / N/A / Unknow</p>		<p>Complaint about Nail Services purchased on 2023 from [REDACTED]</p> <p>I found info about a nail salon online and decided to try their services at an apartment. When I arrived, there was no proper studio; it was a regular 3-bedroom apartment. The owner had a table in the living room for nail services. The kitchen was connected, filled with takeout containers and leftover food, emitting bad odors. Clearly, an unlicensed private nail service.</p> <p>Later, I got the service but was shocked by the exorbitant price, much higher than legitimate salons. I chose a basic design on my nails, yet was charged \$140! The owner didn't mention this upfront. Despite a price list on her shop's site, she said those were old prices. I paid \$140 (without an invoice).</p> <p>Currently, this home salon [REDACTED]. The [REDACTED]. Despite this, prices are sky-high.</p> <p>I posted this on [REDACTED], will share info. Hoping [REDACTED] our rights.</p>
<p>2023</p>	<p>REF4334040</p>	<p>[REDACTED]</p>		<p>C is consumer T is [REDACTED] C went to a nail salon and paid \$70 C notes it was the service not as expected C called T regarding a refund T has refused to provide a refund C notes the nails look terrible as T did not do what they asked for</p>
<p>2023</p>	<p>REF4347421</p>	<p>[REDACTED]</p>		<p>I am the owner operator of a [REDACTED] in [REDACTED]. I am [REDACTED] plus I'm also a qualified nail technician. It is my branding/point of difference as I'm I am [REDACTED] shop/nail bar/in a mall.</p> <p>[REDACTED] have created an unauthorised listing of my business which included all the services that I don't provide AND is completely the opposite of my branding.</p> <p>As well as my knowledge as a records and information specialist of over 30 years who has investigated thoroughly [REDACTED]'s handling of personal information - I do not trust third parties with my own nor my client's information and do not have an on-line booking system.</p> <p>Under the [REDACTED] listing, there wasn't a way I could 'claim' the listing, nor remove it, nor change it or WHY it was created in the first place. It affected the SEO for my business because [REDACTED]'s listing was unbelievably incorrect and misleading - and I had regular enquiries for those services that I don't provide!!</p> <p>I am NOT a customer of [REDACTED] and have never signed up for their services in any shape, way of form.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>I contacted [REDACTED] directly to have the listing removed which took three emails/conversations and asked for further information on how the listing was created without my permission. [REDACTED]</p> <p>They have finally removed the listing but it still cached (appearing) under their banner.</p> <p>I have not heard from them about why the listing was created in the first place without my permission and without the option of 'out'!</p>



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/2023	REF4354883	[REDACTED]		<p>I made an appointment to have SNS on my nails on [REDACTED]. When the service was completed, I went to pay the \$50 fee via my credit card on my phone as I have done before at this salon. When the person at the counter saw that I would be paying by card she pulled out a sign from under the counter that said a 10% surcharge is applicable with card payments on Sundays. I argued that this was not a very transparent way of treating customers but the person behind the counter kept saying she is just doing what her manager says, she then gave me an account number to transfer cash directly.</p> <p>I did not agree to do this and said I would go to an ATM and return with the cash, the person tried to stop me leaving and said she would call the police, when I said if you want to explain to the police what you're doing then go ahead. She then let me go, I returned a few minutes later and paid \$50 cash.</p> <p>I understand that some financial institutions apply a surcharge on credit card transactions to businesses, but charging 10% is the business' decision and to pull out a sign once the service is complete is not being upfront.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>See above.</p> <p>I asked for a receipt for the cash payment and was not given one, I did not want to stay and continue any arguments. I have not been in contact with the business since.</p>
2023	REF4356113	Not Applicable / N/A / Unknow		<p>C has entered a nail salon  C took their son along to the salon  C notes the son did not use the service  C was charged \$5 at the end of the session  C was not advised of the charge being imposed  C is wanting to know if a business can do so</p>
2023	REF4371714	[REDACTED]		<p><b>Misleading price displays</b>  Businesses must not display prices that are wrong or likely to create a false impression. This includes prices displayed in store, in advertising, or whenever communicating with customers.</p> <p>I've checked on their [REDACTED]. They got a price list and said for gel removal is \$10 to \$15. Then when I arrived in store. I asked one of the erldest staff and she said is \$20. I was suprised but I'm already walk for 15 mins from my apartment and in the store. I'm already too tired to go to the other place. So I had to accepted the higher price \$20. It's not a big deal for me just \$5 dollars different. If only the skill is good and worth it. And it turns out they ruining my nail and said I already told you the price and you HAPPY to accept it.</p> <p>First, it's about the store are increase the price differently from their price list without any explanation. But the skill is worse and environment is not clean! They didn't sanitize thir untensils before doing next customer.  Second, They said the srathches is normal and will disapear few days later. But other nail salon I went NEVER leave me so much scratches on my nail like a messy.  Third, They wants to serve the next customer who spent more money than me so ask the staff do as quick as possible and just treat my nail so rudely!</p> <p>They are not Honest and lie to custmer, environment is not clean, didn't do untensils sanitaize before do next customer.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>I contact the store [REDACTED]</p> <p>These are the following comment they leave it to me:  Hi there, at beginning you came in to ask for removing bio gel, I told you that it is \$20. You are happy to remove  Now you said it is expensive and gave us a bad review. I thought it is unfair for the business.  After gel removal on nails are left scratches for a couple of days and then they are disappeared.</p>

# Released under FOI

[REDACTED] 2023	REF4378243	[REDACTED]	<p>I went to the nail salon today, and have an issue with the hygiene and cleanliness of the tools used.  I went for the foot spa and pedicure, when I sat down the equipment I.e. cuticle cutters, cuticle pushers etc. was already in the tray from the previous client.  When I began the service I wasn't sure, however by the end of it I knew none of the equipment had been washed. After my service, I watched at the lady spray something on the cuticle cutters (traces of my skin was probably still on it) and put them back in the tray. And gave the tray to the person next to them to use of their client</p> <p>BUSINESS RESPONSE DESCRIPTION</p>
[REDACTED] /2023	REF4382859	[REDACTED]	<p>The salon is absolutely disgusting, with photos I have taken supporting this as well as [REDACTED] saying the same thing.  Staff did not clean tools in-between customers, used dirty towels on peoples feet, used incorrect nail techniques and mixed nail colours on the bench, rather than on a mixing plate.</p> <p>Their prices change every time I have visited this store. Today, I was charged \$105 for the same service that I was charged \$60 for the last time I went there. Staff did not follow the design I provide, charged me for a design I never wanted and refused to remove it even after I asked.</p> <p>I brought this up with the manager, who proceeded to raise her voice, point at me in a threading way, and yell slurs at me across the store in front of customers. To add to this, they were telling customers that it was a cash only; however, they took my card payment. The advertised prices on their price list is false, and on top of that, have a no refunds or exchange policy if nails break, crack, lift or become infected. In their price list they say that they are "not responsible".</p> <p>BUSINESS RESPONSE DESCRIPTION</p> <p>I was yelled at in the store by the manger who utilised slurs. charged an astronomical amount for a poor service within a disgusting nail salon. The manager had threatening body language and was extremely rough with my hands once I had politely told them about my concerns.</p>
[REDACTED] /2023	REF4417313	[REDACTED]	<p>C-went too at home nail salon, charges a non-refunable deposit  C- if the business owner cancels then does she need to refund</p> <p>T- [REDACTED]</p>

# Released under FOI

[REDACTED]/2023	REF4422775	Not Applicable / N/A / Unknow	<p>Hello I'm just inquiring my rights as I'm a small business that's a nails salon Customer was happy with nails during the service and later contacted us stating she wants a refund in response I said yes to refund when we remove the work done on the nails. This is the exact response I sent to her</p> <p>Hello the staff has advised me of the situation that occurred on Saturday. As Sunday not business day was going to respond to Monday My name is [REDACTED] and I'm the owner of the business. The staff has explained to what occurred that day.</p> <ol style="list-style-type: none"> <li>1. The staff has notified me that they asked you in all stages if you are happy with colour</li> <li>2. As your showing a picture of what you want design was replicated to best of ability of nail tech.</li> <li>3. The service was complete with a new set of acrylic nails and a design completed if there is an issue with design as stated we are happy to change the colour of nails at not additional cost</li> </ol> <p>Therefore what we have in place are the following offers.</p> <ol style="list-style-type: none"> <li>1. [REDACTED]</li> <li>2. [REDACTED]</li> <li>3. [REDACTED]</li> </ol> <p>These options we have in place for customers to choose from as following the recommendations of business guidelines from accc Which I indicated I'm happy to refund her nails but she can't still have nails and money back as this will not be fair for any business I read the guidelines accc and followed all process as I am offering a full refund</p>
[REDACTED] 2023	REF4423457	Not Applicable / N/A / Unknow	<p>T runs a nail salon/beauty shop. T's terms &amp; conditions state that they will offer a full refund if they will remove the acrylic. C had their nails done by the business and has later requested a refund over the phone. T has stated that they exclusively offer refunds within their terms and conditions when the acrylic is removed. T is wondering whether they have to provide this refund or not.</p>
[REDACTED] 2023	REF4428930	Not Applicable / N/A / Unknow	<p>C received a nail voucher for 100 dollars in 2022. C states that the voucher has expired in May 2023 but she was unable to use this. T has stated that they will not validate this voucher as it is expired but they will offer 50% of it. T - [REDACTED]</p>

# Released under FOI

/2023	REF4438619		<p>I ordered an outfit from this business and when it delivered I opened it and tried it on only to realise it had stained my acrylic nails and skin. I immediately emailed the business as I had a wedding coming up in 3 days that I purchased this outfit for. The ink from the outfit would NOT come off my nails. I used alcohol, nail polish remover, even bleach. Nothing would remove the stains. My nails were a pale pink colour and turned navy blue from the ink of the garment. I had to go back to the nail salon and spend more money to get them filed off and repainted. This costed me money, time, and petrol. I didn't receive a response for a long time from [REDACTED], almost two weeks. I followed up almost every couple of days for a response and it wasn't until I emailed them from a completely different email address that I heard back. When I heard back they offered me a store credit. I found this to be very unfair as I simply want my money back for the inconvenience this caused me. I kept requested for my money back and explained that this product is faulty. They did not take any accountability and kept saying this is the best they can do. On their website they strictly say they do not offer refund for change of mind and only store credit. Which I can understand, but this was definitely not a change of mind. This was faulty and it stained my skin and nails. I explained this two times but was told again they could only offer me a store credit. I am reaching out to the ACCC for help as</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>I emailed them and reached out via their support page and I will attach a screenshots of all the emails I sent. I requested the copies of the forums I submitted on their website r site but they have not responded to my request.</p> <p>I have many more screenshots to show of all the correspondence in order but this forum only allows me to attach 3 maximum. Upon your request I can provide these screenshots and receipt.</p>
/2023	REF4452898	Not Applicable / N/A / Unknow	<p>This nail salon is charging excessive price hikes for card payment. I was quoted \$45 for a pedicure only if I pay cash otherwise it's \$50 for card. When questioned about the \$5 card fee being excessive they told me that \$45 is the [REDACTED] discount. And \$50 is the normal price. You can only get the [REDACTED] discount if you pay by cash. They made me go get cash out otherwise I would have to pay \$50. They are obviously hiding excessive charges for card behind a [REDACTED] discount. They want everyone to pay cash and this is their way of making the fee seem rewarding or legit. If they want to have a loyalty fee it shouldn't matter how you pay? In the end I was left humiliated with staff and customers attacking me.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>It was in person, I tried explaining that they cannot charge \$5 extra for paying by card for a \$45 service. The bank fee wouldn't even be close to that. They hid behind the whole [REDACTED] for cash payers.</p> <p>They did not accept what they are doing is wrong, starting showing me bank statements that they pay their tax and bills? I'm not sure why. I didn't question that, I only questioned the bank fee of \$5. In the end I had to walk through the shops to get cash out or they would charge me \$5 more</p>
/2023	REF4453468	Not Applicable / N/A / Unknow	<p>My nails were done poorly on the [REDACTED] and I advised the salon of this at the time of it. I asked for polish that had no glitter then as soon as I stepped into the sun they showed they were heavily glittered. I showed them, they said they'd fix it. I had spent 2 hours there already so I couldn't wait that day. They said come back at 3pm on [REDACTED] I showed them other parts where the polish was bumpy and dented and where the colour wasn't applied properly. Was told removing the colour myself will save time. Then when I went back to get the repair done, they made me pay for it. So I paid the original \$45 and then (only after arguing) they agreed to allow me to pay \$30 the following day so I've now spent approx 3.5 hours and \$75 to get a job done that should cost \$45 and take about 60 min. They won't issue tax invoices so I can only find their ABN I don't know what their ACN is as they will not provide it or give me a tax invoice. They wanted me to leave all my personal details and said "the boss" will contact me with the invoice details. They won't give me "the boss" details but they expect me to leave mine when I should be able to get a tax invoice at the point of sale.</p> <p><b>BUSINESS RESPONSE DESCRIPTION</b></p> <p>I contacted them on the day as I departed from the salon. Discussed verbally in person and showed them my fingers. I was happy to have the repair done for free. At no stage was I told I was expected to pay again for them to fix their mistake. If I was expected to pay for them to fix their mistakes they should have told me prior to the fix up appointment.</p>