

# General Terms and Conditions

Vincz Nails & Lashes

Tramstrasse 15, 8050 Zurich

## 1. General

These terms apply to all transactions, contracts, and offers, including the provision of services and sale of products, between Vincz Nails & Lashes (hereinafter referred to as "Studio") and the client. Exceptions must be communicated in writing.

## 2. Services

The Studio provides its services according to the latest industry standards. Any changes to standards will be communicated to the client before the service begins.

## 3. Appointment Scheduling

### 3.1 Appointment Planning

Appointments are bindingly scheduled by the Studio. Cancellations or rescheduling must be made at least 24 hours in advance. Otherwise, the Studio may refuse to schedule further appointments and claim compensation for the loss of earnings under § 615 BGB.

### 3.2 Punctuality

Clients should arrive on time for their appointments. If delayed, the Studio must be informed. Appointments will be forfeited if the client is more than 15 minutes late without prior notice. The Studio may refuse further appointments and claim compensation for the loss of earnings.

### 3.3 Deposit

New clients may be required to pay a deposit of up to 35 CHF before their first appointment. This deposit will be credited during the appointment but will be forfeited if the client fails to attend or cancels late.

### 4. Prices

The current prices are displayed in the Studio and include VAT. Clients are required to inquire about prices before treatment. Offers are only valid during the published period and while stocks last. Payment is due immediately after the treatment or purchase. Installment payment agreements are possible in individual cases.

### 5. Staff

Services may be provided by any employee of the Studio at the discretion of the management.

### 6. Personal Data and Privacy

The client must provide all relevant personal information. This data is stored on client cards and used solely for the provision of services. Data will not be shared with third parties without written consent.

#### 6.1 Photos

The Studio may take photos of service results with the client's verbal consent. Unless expressly objected to, these photos may be used on the Studio's website and social media.

### 7. Confidentiality

The Studio, its employees, and management treat all information discussed during the treatment as confidential unless required by law to disclose it.

### 8. Liability

The Studio is not liable for damages resulting from insufficient information provided by the client, including medical

conditions. The Studio is not responsible for lost or damaged personal items.

## 9. Guarantee

The Studio provides a 10-day guarantee on services and products, except for Soak-Off (Shellac) treatments. The guarantee is void if:

- The client has work done by another studio.
- The client comes into contact with chemicals/cleaning agents without gloves.
- The client removes the enhancement improperly.
- The client uses products not recommended by the Studio.
- The client does not seek immediate medical help in an emergency.
- The client does not follow the product usage instructions.

Within the guarantee period, no refunds are given, but repairs or redoing of services are offered. After the guarantee period, no refunds, free repairs, or redoing will be provided.

## 10. Complaints and Claims

Complaints must be reported within 10 days. The Studio will offer a solution within 3 business days. If the complaint is justified, the service will be redone without additional charges, or the product will be replaced. No refunds are given for discounted services and products.

## 11. Damage and Theft

The Studio may seek compensation for damages caused by the client. Shoplifting will be reported to the authorities.

## 12. Nail Art

Published Nail Art examples may vary in design and effect. Copyright remains with the Studio. Photos taken for commercial purposes require written consent.

### 13. Conduct

Clients must behave appropriately. Inappropriate behavior may result in expulsion from the Studio and potentially a ban after a warning.

### 14. Video Surveillance

The Studio's premises are under video surveillance for the protection of staff and clients. Recordings are confidential and will be deleted promptly unless an exception applies. Notices are posted at the entrances.

### 15. Clients under 16

Clients under 16 require a parent or guardian for the first appointment and a consent form for follow-up appointments. This consent may be requested at any time.

### 16. Changes

The Studio reserves the right to change services and prices.

### 17. Terms and Price List

New terms and price lists replace previous versions. Swiss law applies, excluding the UN Convention on Contracts for the International Sale of Goods.

### 18. Jurisdiction

Disputes will be settled at the location of the Studio. Local law applies.

### 19. Miscellaneous

If any provision of these terms is invalid, the remaining provisions will remain in effect. Invalid provisions will be replaced by valid ones that closely approximate the economic purpose. This also applies to any contractual gaps.