

Mane Body and Soul Spa Salon Refund Policy

At Mane Body and Soul Spa Salon, we are dedicated to providing high-quality products and services while maintaining fairness, transparency, and compliance with Georgia state laws (§10-1-393 of the Georgia Fair Business Practices Act). Please carefully review our refund and return policies below before making a purchase or booking a service.

E-Book Any Digital Products:

All Sales Are Final. Once an e-book or digital product has been downloaded, no refunds will be rendered.

Under the Georgia Fair Business Practices Act, digital products that have been downloaded are considered non-returnable goods and are ineligible for refunds.

Customers are encouraged to carefully review product details before purchase.

Mane: Hair Care & Beauty Services:

No refunds are issued after 24 hours of services being rendered.

If you are dissatisfied with your service, we will gladly:

Offer a redo of the service to address your concerns.

Provide a service of equal value to ensure your satisfaction.

Concerns must be communicated within 24 hours of receiving your service.

Body: Complete Body Rejuvenation Services:

No refunds are issued after 24 hours of services being rendered.

If you are dissatisfied with your service, we will gladly:

Offer a redo of the service to address your concerns.

Provide a service of equal value to ensure your satisfaction.

Concerns must be communicated within 24 hours of receiving your service.

Soul: Lifestyle & Personal Growth (Training, Workshops, and Events):

All Sales Are Final. No refunds will be issued for training, workshops, or event purchases unless the event is canceled by Mane Body and Soul Spa Salon.

In the event of cancellation by us, a full refund will be processed within 30–45 business days.

Purchases are non-transferable unless otherwise agreed upon in writing.

Apparel Orders:

5-Day Return Window for Damaged Items: If an apparel item is damaged, defective, or has a manufacturing issue, please notify us via info@manebodyandsoul.com within 5 calendar days of receiving the product.

We will gladly replace the item if the damage or defect is confirmed to be a manufacturer error.

No Refunds or Exchanges for Incorrect Sizes: Each t-shirt or apparel item is customized and made-to-order based on individual preferences. Incorrect size orders cannot be refunded or exchanged.

Beauty Products:

All Sales Are Final. Beauty products cannot be refunded or exchanged if they are opened, used, or not returned in their original packaging.

If a return is approved, it must be requested within 5 calendar days of receipt and sent back in unopened, original packaging.

Requests must be sent to info@manebodyandsoul.com with proof of purchase and detailed information about the issue.

How to Submit Refund or Replacement Requests:

All refund or replacement requests must be:

Submitted in writing via email to info@manebodyandsoul.com.

Include proof of purchase, photos of damage/defect (if applicable), and a detailed explanation of the concern.

Submitted within the timeframes outlined above for each specific product or service.

Legal Compliance with Georgia State Law (§10-1-393):

Mane Body and Soul Spa Salon operates in compliance with the Georgia Fair Business Practices Act (FBPA).

Refunds and returns are managed in accordance with consumer protection standards and industry best practices.

Any disputes or concerns must first be addressed via our official communication channels before pursuing external resolution options.

Final Note:

We value our customers and are committed to ensuring satisfaction through open communication and fair resolutions. By purchasing our products or services, you agree to the terms outlined in this policy.

For further clarification or to address concerns, please contact us at info@manebodyandsoul.com.

Thank you for choosing Mane Body and Soul Spa Salon—where your satisfaction and trust are our top priorities. 🚀 ✨