

At Mane Body and Soul Spa Salon, we are committed to delivering exceptional products and services while adhering to federal and state laws, including Georgia state laws (§10-1-393 of the Georgia Fair Business Practices Act) and federal guidelines for SMS messaging and consumer protection. Please carefully review our refund and return policies below before making a purchase or booking a service.

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### **E-Books and 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, downloaded digital products are considered non-returnable goods and are ineligible for refunds.
  - Customers are encouraged to carefully review product details before purchase.
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### **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.
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### **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.
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### **Soul: Lifestyle & Personal Growth (Training, Workshops, and Events)**

- **All Sales Are Final.** No refunds will be issued for training, workshops, or event purchases unless canceled by Mane Body and Soul Spa Salon.
  - If the event is canceled by us, a full refund will be processed within 30–45 business days.
  - Purchases are non-transferable unless otherwise agreed upon in writing.
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## Apparel Orders

- **5-Day Return Window for Damaged Items:** If an apparel item is damaged, defective, or has a manufacturing issue, notify us at [info@manebodyandsoul.com](mailto:info@manebodyandsoul.com) within 5 calendar days of receiving the product.
    - We will gladly replace items confirmed to have manufacturer defects.
  - **No Refunds or Exchanges for Incorrect Sizes:** All apparel items are customized and made-to-order based on individual preferences. Incorrect size orders cannot be refunded or exchanged.
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## 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](mailto:info@manebodyandsoul.com) with proof of purchase and detailed information about the issue.
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## How to Submit Refund or Replacement Requests

- Submit all requests in writing via email to [info@manebodyandsoul.com](mailto:info@manebodyandsoul.com).
  - Include:
    - Proof of purchase.
    - Photos of damage or defect (if applicable).
    - A detailed explanation of the concern.
  - Requests must be submitted within the timeframes outlined above for each specific product or service.
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## Legal Compliance

- **SMS Messaging Compliance:** Mane Body and Soul Spa Salon adheres to federal and state regulations, including the Telephone Consumer Protection Act (TCPA) and Georgia state laws. By opting into SMS communications, you consent to receive promotional and transactional messages.
  - To opt out of SMS messages, reply "STOP" at any time.
  - Standard message and data rates may apply.
- **Refunds & Returns Compliance:** We operate in accordance with the Georgia Fair Business Practices Act (§10-1-393) and federal consumer protection standards.

- All disputes or concerns must first be addressed through our official communication channels before pursuing external resolution options.
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## **Final Note**

We value your trust and are committed to ensuring your 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.