

Nail Brewing's Returns and Refunds Policy

Faulty products

If a product you have purchased from Nail Brewing is faulty, damaged (excluding damage caused by misuse), wrongly described or breaches a consumer guarantee, we will cheerfully refund your money, exchange or, where possible, repair the product.

For some high value products, Nail Brewing reserves the right to have the product assessed for acceptable quality prior to discussing a suitable remedy with you. For products that cannot be assessed, we will arrange for the product to be sent to the manufacturer (or relevant repair agent) for assessment. It may be more convenient for you to liaise with the manufacturer directly (which may be more time efficient). You certainly have that option. Our Team is happy to provide you with their relevant contact details to assist you.

To make a claim under our faulty returns policy, please contact:

for online purchase: accounts@nailbrewing.com.au

We will ask you for a valid proof of purchase when returning a faulty product. Some examples of acceptable proof of purchase are your original receipt, tax invoice, a credit card statement clearly showing your purchase at Nail Brewing. If your purchase incurred a delivery fee, then we will also cover the cost of delivery for the return.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

How to return or exchange?

The fastest way to obtain a return or replace your purchase is to email Nail Brewing direct on accounts@nailbrewing.com.au we will be able to assist you immediately.

In the event that your product has to be returned to Nail Brewing head office, please allow 2-3 business days for your refund to be processed after the product has been received at Nail Brewing head office.