



# Terms & Conditions



It is the responsibilities for customers to carefully read the terms & conditions.

Any purchase of service and products will be regarded as acceptance of the prevailing terms and conditions

Prices on our menu and website are in Singapore Dollars. Precious Foot Reflexology is not a GST registered company. All prices quoted are nett.

We reserve to right to amend and withdraw any offering of prices without prior notice.

Customers are encourage to reach at least 10 minutes before their appointment. Otherwise we reserve the right to only provide the service for the remaining time.

Cash and gift vouchers are only valid for 6 months, unless stated otherwise. Vouchers can not be exchanged for cash or credit terms. Vouchers are not renewable. Any unused credit will be forfeited.

Redemption of promotions cannot be done in conjunction with ongoing promotions or gift voucher, prepaid package redemption or product redemption unless stated otherwise. We reserve the right to withdraw or amend promotions without prior notice.



## Business Policies

The customer is deemed to have read, understood and accepted the following terms and Conditions. PRECIOUS FOOT REFLEXOLOGY shall be referred to "PRECIOUS FOOT REFLEXOLOGY" in the terms and conditions below.

### 1. Goods & Service Policy

PRECIOUS FOOT REFLEXOLOGY is fully committed to deliver consistent quality products and services, in accordance to the Sales of Goods Act S14 (2), The Customer Protection (Fair Trading) Act and The Lemon Law,- meeting contractual requirements and customers' satisfaction in cost and service of work

### 2. Terms & Conditions of Sales

#### 2.1 Bookings & Payments

##### Deposits for Service Packages

A booking of service contract is made upon the payment of the deposit amount of at least 30 % of service package. The deposit forms part of the final payment. Balance payment is to be paid to PRECIOUS FOOT REFLEXOLOGY upon completion the subsequent treatment.

#### 2.2 Deposits and Cancellations

**2.2.1** Cancellation of booking from new customer must be made in writing and received by PRECIOUS FOOT REFLEXOLOGY. Deposits shall be refunded in full should the transaction be cancelled within 5 working days from date of purchase of service package. Otherwise, a package of an equivalent value shall replace the package purchased and deposit shall be used as deposit for the new package. The cancellation fee stated below shall apply:

06 days & above : \$100 or 20% of the package price, whichever is higher  
05 days and below : NIL

**2.2.2** For customer whose service package has commenced, a \$100 Cancellation fee or 20% of the package price, whichever is higher, shall be imposed on the actual amount of the package, and the value of the service / treatment will be deducted from the Ala-carte price plus the value of the free gift. The balance amount shall be refunded after deduction of all charges.

#### 2.3 Service Fee Inclusion

The service fee includes all services as stipulated in the price list and communication materials with customers.





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## 2.4 Service Fee Exclusion

The service fee excludes any additional charges for extra services such as product upgrade request not included in the original package. These are stated clearly in the price list.

## 2.5 Exchange and Refund Policy (A3)

### 2.5.1 Product Returns and Exchange Procedures:

- a) All requests could be emailed to [outlet@theresa.com.sg](mailto:outlet@theresa.com.sg) or brought to our outlet at Ang Mo Kio Central BLK 720 #01-4128.
- b) Purchased products intended for return or exchange must be in the original packaging.
- c) Requests for Returns and Exchanges must be made within 5 working days after purchase.

### 2.5.2 Exchanges due to Precious Foot Reflexology's mistakes

PRECIOUS FOOT REFLEXOLOGY accepts returns for any un-opened and un-used products and will make an exchange of products / service package of a similar value immediately upon receipt of the goods within 5 working days from the purchase date.

### 2.5.3 Other Exchanges

For exchanges made within 5 working days, but not due to Precious Foot Reflexology's mistake, a nominal administrative charge of \$100 or 20% of the value of the goods or service package, whichever is higher, will be imposed on the exchanged goods or services.

### 2.5.4 Refund for Treatment Service

If the customer is not satisfied with our service within the first ten minutes of treatment, customer may request for a full refund or exchange for another therapist to do the treatment.

### 2.5.5 Refund for payment made by credit cards

For payment made by credit cards, all refunds will be made through the credit card approximately between 4 to 6 weeks or approximately 8 weeks during peak period. For 0% interest installment payment, a bank administration fee of \$100 or 5% of the Package cost, whichever is higher, is chargeable, and shall be borne by the customer.

### 2.5.6 Refund for payment made by cash or NETS

For payment made by cash or NETS, all refunds will be made through issuing of company cheque approximately within 2 weeks.

## 2.6 Warranties and Service Guarantees (A2)

2.6.1 PRECIOUS FOOT REFLEXOLOGY will make all efforts to ensure that the client's expectations are met. However, for best results, the client must be committed to complete the entire recommended course. Clients shall be made aware that results vary from individual to individual.

2.6.2 The clients shall indemnify PRECIOUS FOOT REFLEXOLOGY from all injuries or damages sustained in the course of the treatment, and which are due to acts beyond the control of PRECIOUS FOOT REFLEXOLOGY. PRECIOUS FOOT REFLEXOLOGY shall bear the medical cost that the client may incur for the medical consultation and treatment of injuries arising solely from the mishandling of equipment, or the administration of unsuitable products during the beauty treatment process. The customer shall provide valid Medical Report from PRECIOUS FOOT REFLEXOLOGY's Approved List of Doctors ( See Approved Supplier List).

2.6.3 As part of the service guarantees, PRECIOUS FOOT REFLEXOLOGY accords a cooling-off period of 5 working days to allow customers to seek full refund of payment made if they do not wish to proceed with the services offered, or wish to return the unopened products. Cooling-off period does not include Saturdays, Sundays and Public Holidays.

2.6.4 To demonstrate our commitment to our valued customers, PRECIOUS FOOT REFLEXOLOGY has in place a Spa, Beauty & Wellness Warranty Insurance Plan to insure our customers of any form of their prepayments. The purpose of this insurance plan is to compensate customer in cash / cheque in the event of insolvency, compulsory liquidation or bankruptcy. A temporary copy of the Insurance coverage (Valid for 30 days) shall be handed to the customer upon signing of the Pre-paid Service Package Contract.

## 2.7 PRECIOUS FOOT REFLEXOLOGY Value Packages

The following terms and conditions shall apply to PRECIOUS FOOT REFLEXOLOGY Value Packages:

- 2.7.1 Services that can be deducted from value package based on Ala - Carte Price
  - Foot Treatment service





# Business Policies



## 2.7.2 Service that cannot be deducted from Value Packages

- All Product purchase & all Promotion items. Amount paid will be forfeited if not utilized within 12 months.

2.7.3 All services are valid for 1 year from the date of purchase.

2.7.4 Clients are not compelled to purchase any treatment / products. Clients should consider their own needs and decide accordingly.

2.7.5 Clients shall check that the purchase shown on the receipt tally with the purchase made before leaving.

2.7.6 For cancellation, see item 2.2.

2.7.7 The Company reserves the right to substitute the Gift with another item of equivalent value.

2.7.8 Clients are advised to make appointment schedule with the Company at least 3 working days in advance.

2.7.9 The Company will not be liable for any unavailable schedule if clients are to make appointment in less than 24 hours.

2.7.10 Clients are required to inform the Company 24 hours in advance of any change in their appointment schedule.

## 2.8 Redemption of sales voucher (A5)

2.8.1 Discounted prices for selected service packages (in the form of acceptance of sales vouchers) shall be prominently displayed and communicated to customers.

2.8.2 The validity period of the promotion / sales vouchers shall be clearly stated on the voucher / communication materials.

2.8.3 The Company reserves the right to substitute the Gift with another item of equivalent value.

2.8.4 Clients are required to present the voucher for verification before the commencement of treatment.

## 2.9 Sales Tactics (A6)

2.9.1 PRECIOUS FOOT REFLEXOLOGY Therapists / Beauticians shall not engage in any selling activities with our customers during treatment and in treatment rooms.

2.9.2 Customers are encouraged to report any unethical incidence to the Manager / Supervisor / Head Quarter immediately.

## 3. Pricing & Payment

### 3.1 Payment Methods

3.1.1 Customer shall pay the exact amount of the service and product charges (including deposits), if any as specified in the Invoice overleaf.

3.1.2 Payments are collected in Singapore Dollars. Types of payment accepted include cash, NETS, and credit cards. VISA/Master Card Stickers are prominently displayed in all outlets/ point of sale.

3.1.3 Receipts (see overleaf) will be issued to acknowledge deposits / down payments and all payments.

### 3.2 Pricing of Goods & Services

3.2.1 PRECIOUS FOOT REFLEXOLOGY is committed to avoid over or under-charging, and to ensure correct change is given, customer is advised to verify the following prior to signing sales contract.

p Price tags on products / Price lists for service packages.

p Prices quoted reflects the total amount payable exclusive of GST.

p Promotional Prices are clearly displayed in service brochures.

p Additional Charges for extra services are clearly stated.





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**3.2.2** All prices quoted for treatments and spa packages are inclusive of taxes, and any other surcharges (if any). All items and services are listed clearly in each service package, reflected in communication materials to customers.

**3.2.3** PRECIOUS FOOT REFLEXOLOGY honours the prices quoted at the time of booking for treatments and spa packages and other related services. Customers will not be subjected to sudden change of prices.

## **4. Responsibility**

See Terms & Conditions for Customers in the respective Treatment Record.

## **5. Confidentiality of Customer Information**

**5.1** PRECIOUS FOOT REFLEXOLOGY is committed to maintaining the confidentiality of customer. All customers' data obtained are solely for the purposes of completing service package.

**5.2** Permission shall be obtained from the customers should their personal data be required for purposes other than internal marketing and billing.

## **6. Complaints & Claims**

**6.1** Any complaints or claims shall be submitted in writing within 3 working days from the date of consumption of service, for PRECIOUS FOOT REFLEXOLOGY's investigation. No responsibility is accepted in respect of any complaints and / or claims not so made.

**6.2** When the complaint could not be resolved within the 21 days, PRECIOUS FOOT REFLEXOLOGY shall initiate mediation via CASE Mediation Centre.

## **7. Variation of Conditions**

These terms and conditions shall not be amended or waived except by written agreement between the customer and PRECIOUS FOOT REFLEXOLOGY.

**3.2.2** All prices quoted for treatments and spa packages are inclusive of taxes, and any other surcharges (if any). All items and services are listed clearly in each service package, reflected in communication materials to customers.