



New Vision For Salon Furniture & Spa

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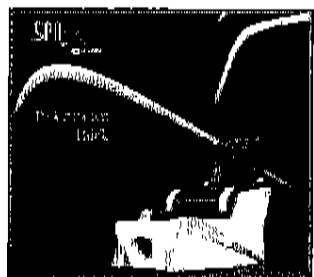
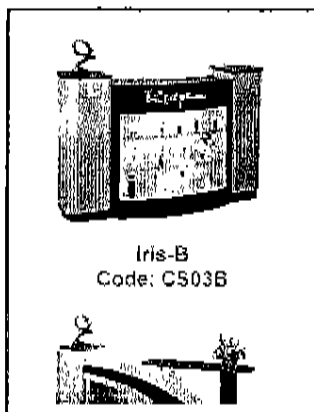
FAQs

SALON FURNITURE

- ▶ EX Collection
- ▶ Z Collection
- ▶ Neon Signs

PEDICURE SPA

- ▶ L250 MODEL
- ▶ L260 MODEL
- ▶ L270 MODEL
- ▶ L280 MODEL



FAQS

Q: Does your pedicure spa meet all the safety standards and is it UL listed?

A: Our pedicure spa has been certified for safety by UL for both USA and Canada. Therefore, we will meet any safety standard if you are located in US or Canada. Please contact our authorized dealer or our sale representative for more info.

Q: I am a salon owner and would like to know more about your product, where can I find your showroom?

A: Our sale representative will be happy to help you locate our authorized distributor near you. Please go to Contact Us and chose your prefer contact method.

Q: I don't see any price, where can I get the price list?

A: Our authorized distributor in your area will be able to help you understanding our products better and well as the pricing. Please contact our authorized dealer in your area, or contact us if you do not know one.

Q: I am a salon owner and would like to buy your product; can I buy directly from you?

A: Yes, if your area does not have our authorized dealer.

Q: What are the spa features?

A: Please see our products for the complete features

Q: What are the massage chair features?

A: Please see our products for the complete features.

Q: What is the shipping weight of the spa?

A: The shipping weight is about 300LBs. Please see the specifications for more detail.

Q: How is your product shipped?

A: Our product is shipped via LTL carrier (trucking), such as Estes, FedEx, Saia or other known carriers. All products are carefully packed in carton box and are tighten on skid (pallet).

Q: Furniture and Pedicure spa are heavy and I don't have anyone who can help me unload it. What should I do?

A: No problem. Just tell us what you need and we can help you arrange that. Our preferred carriers usually provide additional services, such as appointment for delivery, lift-gate delivery to avoid damage and inside delivery, damage and inside delivery.

Q: I have placed or about to place an order, what do I need to know before receiving it?

A: Thank you for your interest and business. Depends on the area, it is usually take 4 - 6 days to ship in the continental states. Your dealer should be able to provide the estimate delivery as well as tracking number upon request. Make sure you have enough sufficient resource to unload this product. Here are a few tips:

- It is always a good idea to request for "call before delivery" so you can setup an appointment with the trucking company instead of waiting all day, if your salon is not open yet.
- When an appointment is set, make sure you are on-time to receive the products because most drivers are not willing to wait as they have many stops to make throughout the day.
- Provide us your cell phone if you are not always at your store. This will prevent any unnecessary delay because trucking company cannot contact you.
- Make sure you inspect all skids (pallets) before signing the receipt. Yes, the driver can wait a few minutes while you inspecting. If there is any visible damage, write or have the driver write down on the receipt before you sign it. We cannot be responsible for any lost or damage if your receipt signed and marked as "good"

Q: I bought some furniture from your company but see some damage (i.e. scratch, dent, etc); what should I do?

A: We usually request a picture of the damage item to investigate. If it is damaged during transportation,

we work with the truck company; if it is a defect item, we will replace it; if the damage is caused by you moving it around or installation, we will work with you to get it fix. Most of the time, we will be able to take care of you within 2 - 3 days, plus shipping time for any replacement must have RMA # (Return Merchandise Authorization)

Q: I bought a pedicure spa from your company but would like to return; what should I do?

A: Please contact the dealer that you placed the order. They should be able to explain the process or any additional charge. Feel free to contact us if we can be any help. Note that all return merchandise must have RMA # (Return Merchandise Authorization)

Q: I bought a pedicure spa but want to change model/color; what should I do?

A: Please contact the dealer that you placed the order. They should be able to explain the process or any additional charge. Feel free to contact us if we can be any help. Note that all return merchandise must have RMA # (Return Merchandise Authorization)

Q: My pedicure spa is still under warranty but need some services, should I contact the company or the dealer that I bought from?

A: It is always a good idea to try the authorized dealer because it may be just a simple thing and most of our authorized dealers are also expert in pedicure spa. Feel free to contact our service department if you prefer or if your authorized dealer cannot assist.

Q: What is your warranty policy?

A: Our products have a one year limited warranty. Please see our manual for more detail