

Review of Lavender Nail & Spa

I have been getting my nails done religiously at another location for well over ten years. It is about an hour drive so I decided to try an establishment a bit closer to home. Boy, was that a mistake. Before coming in, a phone call was placed in order to inquire on pricing and to ensure matching dipping powder/gel polish. Whenever I walked in, I checked in at the front desk with the new owner. At the time, there was just myself, my husband, and one other person receiving services. I was immediately seated to have a dip manicure and gel pedicure done simultaneously in order to “save time” at the owner’s request. I received two buckets of nail color samples on binder rings... I was then told by the owner that there were no matching sets but that they would try their best to match since there are over 900 colors. It was very overwhelming, to say the least. I am used to an organized book that displays the available colors by brand. I reiterated that some brands have matching sets and asked if this would be an option. The owner then said something along the lines of: “Who cares if it matches. Nobody looks that closely at your fingers and toes anyway.” I was able to look through the supposed 900+ colors for about two minutes before having my hands shoved into bags of pure acetone. Never have I ever. I have always had each nail individually wrapped. Whenever I attempted to remove a portion of my hand from the bag to ensure that my wedding ring was not in acetone, I was met with hostility to keep my hand in the bag and asked what color I had chosen. At that time, I told my husband that I honestly just wanted to leave since this was the beginning of a not so great experience. He assured me to just follow through with the process since everywhere does things a bit differently. Then, the time came for the nail cutting. Both my finger nails and toe nails were cut janky. There is no other way to say it - crooked, uneven, and one thumb a literal nub. The nail technician immediately said: “Whoops! I will just put tip.” I then shared that I do not do tips. My husband agreed to now share with the owner that I would like to leave. She then came over and asked me what color I wanted and that she would try to find a color match to “make me happy.” She also stated that she was sorry my nail was cut too short and that they just “don’t know how you like it yet - “plus, they have not even been filed.” She just stood over me while I was frazzled. I reiterated that I never truly had a chance to even look through the colors, yet. She just kept standing there. Finally, she got the memo and asked if I would like a minute. That is when the nail technician said that they do have matching color sets. Great... and, it is the exact same brand that I had asked about to begin with. At that point, I did not care what color it was as long as it had a decent match. I could have been given five options and been happy. I found a color. They then went to look for the color. Oh, the sharpie written review number was smudged previously (probably by acetone) so they could not read the color. Great... I will look for another color now. I chose another color.

Hands down, the absolute worst pedicure that I have ever received. I am not quite sure how they managed, but even my toe nails were cut and filed unevenly. I selected a package and

all that the package listed was not even performed. Thankfully, I went on the cheaper end even though I had been pushed to pick a more expensive package over and over again. Overall, I absolutely hate confrontation and was mortified each time that I had to speak up and/or ask questions. I let a lot go and held a lot in due to this. Even then, I was made to feel stupid several times by the owner as if this were my first time to a nail salon ever. My finger nails were also cut and filed unevenly from my left to my right hand. The nail technician was great in the sense that she was willing to try. She also tried to make small talk and seemed like a genuinely kind person - just not very skilled in applying dipping powder. Whenever the top coat was finally applied, there were dried drip marks. Whenever I brought this to her attention, she acted as though she did not see them until she put on her glasses. Then, she reapplied it...and again, drip marks.

It was just an endless me asking/walking through the process. I was not and am still not pleased with the final product. However, now I know. A lot of other little things happened here and there, but it is what it is. At checkout, the owner said now that they know how I like it, when I come back they will know what I want - taking absolutely no accountability and not even inquiring on the final product. They were having a 15% sale for back to school. I was offered no additional discount. Apparently there is a fee when using their card reader that I was not informed of until checkout. Luckily, the owner accepted Zelle. About two hours following this fiasco, my nails began to ache, especially my thumb nails. Now, about twelve hours later, my thumbs are throbbing and slightly swollen. I am hoping this subsides within the next twenty-four hours. All in all, I am not planning a return to Lavender Nail & Spa.

*This review merely reflects my personal, honest opinion and/or experience.