

JADA NAIL CLINIC

TERMS OF SERVICE

Last updated: July 2026

1. Who we are

Jada Nail Clinic ("Jada", "we", "us") provides specialist medical nail care services from 5th Ave. Suites, 2nd Floor, Rm. 1, Ngong Road, Nairobi, Kenya, and sells Jada natural care products. By booking an appointment, visiting the clinic, or using this website, you accept these terms.

2. Appointments and bookings

- Appointments can be made through our website, by phone, or on WhatsApp.
- Walk-ins are welcome, but booked clients are given priority.
- Please arrive 10 minutes early for your first visit so we can take your details calmly.

3. Cancellations and missed appointments

- Please give us at least 24 hours' notice to cancel or move an appointment, by phone or WhatsApp.
- Missed appointments without notice, or repeated late cancellations, may require a booking deposit for future appointments.
- If we ever need to reschedule you, we will give you as much notice as possible and priority rebooking.

4. Fees and payment

- All fees are quoted to you clearly before treatment begins. No surprises.
- We accept M-Pesa, cash, and card payments at the clinic.
- Payment is due at the time of service unless agreed otherwise in writing.

5. Treatments and results

- We provide specialist nail care with honesty about likely outcomes and timelines.
- Every body responds differently. While we share typical recovery timelines and real case examples, results vary from person to person and no specific outcome is guaranteed.
- Information on our website and social media is general education, not a diagnosis. It does not replace an in-person assessment or, in emergencies, urgent medical care.
- If your condition needs care beyond our scope, we will tell you honestly and refer you appropriately.

6. Your responsibilities

- Tell us about relevant medical conditions before treatment, especially diabetes, poor circulation, blood-thinning medication, pregnancy, and allergies. This is for your safety.
- Follow the home-care plan we give you. Recovery is a partnership.

7. Clients under 18

Clients under 18 must be accompanied by a parent or guardian, who consents to treatment on their behalf.

8. Products

- Jada products purchased at the clinic or online may be returned within 7 days if unopened and unused, or at any reasonable time if defective, in line with the Consumer Protection Act, 2012.
- For hygiene reasons, opened skincare and nail-care products cannot be returned unless defective.

9. Photographs and testimonials

We only photograph your nails or share your story with your separate written consent. Saying no never affects your care in any way. You may withdraw consent at any time and we will remove the material from future use.

10. Respect at the clinic

We treat every client with kindness and expect the same courtesy toward our team and other clients. We may decline service in cases of abusive behaviour.

11. Liability

Nothing in these terms excludes liability that cannot be excluded under Kenyan law. Beyond that, we are not liable for losses arising from inaccurate information you provide, failure to follow aftercare guidance, or matters outside our reasonable control.

12. Website and content

All content on jadanailclinic.com, including text, images, and the Jada name and logo, belongs to us or our licensors and may not be reused commercially without permission.

13. Changes and governing law

We may update these terms from time to time, with the current version always published on this page. These terms are governed by the laws of Kenya, and disputes are subject to the jurisdiction of Kenyan courts.

14. Contact

Jada Nail Clinic, 5th Ave. Suites, 2nd Floor Rm. 1, Ngong Road, Nairobi · P.O. Box 120-00618, Ruaraka

Phone: +254 700 697 961 · Email: info@jadanailclinic.com