



[Redacted Name] reviewed Kre8tive Nails & Spa LLC —



January 2, 2018 ·

I just read through some of the old reviews and I can't believe this is the same place I visited the day after Christmas. I took myself and my friend's 3 young daughters for manicures and a pedicure for me. We called ahead to make the appts and added one pedicure on when we arrived. The younger women working acted put out by this request. I said it's okay if you don't have time, but she said it was fine. They powered through the manicures for the 2 youngest girls, were rough ... [See More](#)

Kre8tive Nails & Spa LLC, Nghê Chiêu Anh and Dawn Martin

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Kre8tive Nails & Spa LLC Dear **[Redacted Name]**

We at Kre8tive Nails are so sorry to learn of your disappointment. We strive to delight all of our clients with our services, and regret that we fell short of your expectations.

We are sorry to hear the customer service you experienced was not as talkative as you would have liked it to be. Sometimes our Nail Technicians are busy working and do not think to engage in more social chat chat. Please know that our Techs have not meant any personal slight against you, and apologize for any behavior that may have made you feel less than welcome.

This day was our spa owner's first day back at work after her maternity leave, and it was a hectic day for all of our staff. We apologize if we were unable to give you the quality of nail spa treatments and customer service you had come to our nail spa expecting.

Please give us a call at 802-870-7243 if you would like to talk to us about your experience further. We hope to have the opportunity to discuss your concerns and hopefully rectify the situation.

Sincerely,

Kre8tive Nails & Spa