



RETURN FORM

Fields on this form with an asterisk (*) are required.

Order number*

You can find it in your email.

Name on the order*

Something wrong with the delivery or did you receive a damaged product?

Get in touch with our customer service first.



Only sealed Piercings and Earrings can be returned for a normal refund



You can return opened Piercings and Earrings for a refund in Rewards Points

Note!

When you return Piercings or Earrings with a broken seal, you automatically agree with a refund in Rewards Points.



Would you like to exchange your product(s)?

You can return the products for a refund and place a new order with the desired products in our store.

RETURN CONDITIONS

Please make sure to check the Return Conditions below before you send anything back to us.

Return shipments must arrive back with us within 60 days after the dispatch date.

Piercings and Earrings can only be returned for a refund if the original hygienic seal is still intact.

Opened Piercings and Earrings can be returned for a refund in Rewards Points only within 30 days after the dispatch date.

Costs related to a return shipment are the buyers responsibility.

We recommend to always insure valueable return shipments.

It's the buyers responsibility that the return shipment arrives undamaged and on time.

Return shipments without a fully filled return form cannot be processed.

Additional costs for re-sending products that do not meet the Return Conditions are billed to the buyer.

Refunds are processed within 7 days after receiving the Return shipment.

Refunds are processed through the original payment method.

Refunds consist of the purchase price and, if applicable, any standard shipping fees. Upgrades for shipping methods are non-refundable.

Standard Shipping fees are only refunded when the complete order is returned and all items are eligible for a normal refund.

If a discount code was used which held conditions, the remaining part of the order should still meet those conditions. If not, the applied discount will be deducted from the refund.

*The Return Conditions stated above are a simplified version of our Terms & Conditions. Our Return Policy does not impact your statutory right of withdrawal. This allows you to notify us within 14 days of receiving the products that you wish to cancel your order and return the products for a refund. For more information, please read our official Terms & Conditions.

My return shipment is in agreement with these conditions*

Send your return shipment to:

**Piercing Mania
Spaces - The Porter Building
1 Brunel Way
Slough
SL1 1FQ**

Note!

Please make a proper consideration when you decide which service you use for your return shipment. Don't take any risks with valuable returns and make use of an insured service. Also make sure the items are well protected during transit.