Titanic tattoo & piercing

RETURNS POLICY

At Titanic Tattoo and Piercing, we appreciate your trust in our body jewellery products. To ensure a seamless experience, please familiarize yourself with our returns policy:

1. For Hygienic Reasons:

\* We cannot accept returns for body jewellery pieces that have left our premises. To guarantee a proper fit, we strongly recommend utilizing the expertise of our staff for measurements and fittings during your visit. This policy ensures the health and safety of our customers, as well as maintains the integrity of our hygiene standards.

2. Faulty Threading or Poor Fitting:

\* In the event of jewellery being lost due to faulty threading or poor fitting, customers may contact the customer support team within 14 days of the fitting date to discuss replacement options.

\* Replacement will be at the discretion of the shop manager, and it is not guaranteed in all cases.

3. Manufacturer's Warranty for Branded Jewellery:

\* All branded jewellery comes with a manufacturer’s warranty, ranging from 6 months to a lifetime. Customers can return and have branded pieces fixed or replaced within the specified warranty period determined by the manufacturer.

4. Non-Branded Jewellery and Factory Faults:

\* Non-branded jewellery is subject to normal wear and tear. We can only replace pieces with factory faults within 30 days of purchase.

5. Threaded Body Jewellery Maintenance:

\* Threaded body jewellery may become loose over time due to factors such as touching, spinning, and cleaning. We cannot be held responsible for such events. It's the customer's responsibility to ensure the safekeeping of their jewellery.

\* We recommend customers conduct weekly checks on their piercing attachments to ensure they are securely in place.

6. Special Care for Corkscrew Nose Studs and Micro Dermal Anchors:

\* Piercings done with corkscrew-type nose studs and micro dermal anchors may be caught and ripped out if not handled with care.

\* We cannot be held responsible for pieces lost due to insufficient care, and replacements or free re-piercings will not be issued in such instances. We are available to re-insert jewellery into the existing piercings Monday-Saturday during the opening times which are available on our website www.titanictattoos.com

7. Conditions for Returns:

\*To be eligible for a replacement due to faulty threading or poor fitting, the customer must provide proof of purchase and notify the shop manager within the specified 14-day period.

\* Faulty jewellery must be returned for inspection, and replacement will be determined based on the manager's assessment.

8. How to Initiate a Replacement Request:

\* Contact our customer service team via phone or email to inform them of the lost jewellery due to faulty threading or poor fitting.

\* Provide your order/receipt number, date of fitting, and a brief description of the issue and we'll do our best to assist.

9. Important Notes:

\* The shop manager's decision regarding replacements is final and in accordance with our returns policy.

\* Replacement options may include providing the same or a similar item or an alternative of equal value, depending on availability.

10. Contact Information:

\* If you have any questions or concerns regarding our return policy, please contact us at info@titanictattoos.com (Southampton branch) or bournemouth@titanictattoos.com (Bournemouth branch).

Thank you for choosing Titanic Tattoo and Piercing. We value your satisfaction and appreciate your cooperation with our body jewellery returns policy.