



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.



Piercings can only be returned if the sealed packaging is still **intact!**
Already opened the bag? Contact us for an alternative solution.



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

The Return Shipment

- Piercings can only be returned if they are still in the original sealed packaging.
- Your return shipment must arrive back with us within 30 days after the dispatch date.
- Costs related to the 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.
- Return shipments can be sent back to our warehouse directly. To save on postage, it's also possible to send it to our distribution centre in Slough. We will forward your return to our warehouse for further processing. In some exceptional cases, it can take up to 4 weeks after your return arrived in Slough before we can process it.
- Additional costs for re-sending products that do not meet the return conditions are billed to the buyer.

The Refund

- Refunds are received within 7 days after processing the return shipment.
- Refunds are processed through the original payment method, e.g. PayPal.
- Refunds consist of the purchase price and, if applicable, any standard shipping fees. Payments for upgrades of the shipping method are non-refundable.
- If a discount code has been 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.

My return shipment is in agreement with these conditions*

You can send your returns to our distribution centre in Slough to save on postage. We will forward it to our warehouse for further processing. Please allow between 2-3 weeks before your return gets processed.

For urgent returns, you can also send it directly to our warehouse in The Netherlands.

Piercing Mania
The Switch
1-7 The Grove
SLOUGH
SL1 1QP

Piercing Mania
Paterswoldseweg 18
9726 BD Groningen
The Netherlands

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.