

****RETURN & REFUND POLICY****

At Forget Me Not Tattoos & Piercing, we value your satisfaction with our products. Please review our return and refund policy below.

****Returns:****

For reasons of hygiene, we do not accept returns of any kind. However, if you receive damaged or incorrect items, please notify us within 7 days of receipt, and we will gladly credit you. To initiate a return, please contact your account manager to obtain a Return Merchandise Authorization (RMA) number. Please note that custom anodized jewelry and sale/discounted items are final sale and cannot be returned or exchanged. For defective items caused by manufacturing, please contact us at any time, and we will replace the item once we receive the original broken item back.

****Returns & Exchanges Policy:****

To initiate a return or exchange, please email us at forgetmenotcpt@gmail.com with the following information:

- Your Order Number
- Item/s to return
- Item condition
- Reason for return/exchange
- Pictures and videos of the item/s if necessary

Please note the following:

- No returns or exchanges on sale, discounted, or expired items.
- We reserve the right to limit returns or exchanges.
- Items must be in new and unused condition.
- Items must be returned with all original packaging and accessories.
- Jewellery must be unworn and sealed in its original packaging.
- Items must be returned within 7 days of delivery date.
- Shipping charges for returns or exchanges are the customer's responsibility unless the item is faulty or defective.

****Defective or Incorrect Items Return Policy:****

If you receive a defective or broken item within 7 days after the order has been dispatched, please email us at sale.forgetmenotcpt@gmail.com to report the issue.

****Body Jewellery Returns & Exchanges Policy:****

Please note the following guidelines for returning or exchanging body jewellery:

- Returns must be confirmed by an employee of Forget Me Not Tattoos and Piercings.
- Jewellery must be unworn and not autoclaved or immersed in cleaning agents.
- We will not refund or exchange items that have been used.

- We are not responsible for damages caused by misuse or improper care.
- We are not responsible for items damaged or lost during return shipping.
- We reserve the right to limit returns or exchanges.
- Price differences will be credited or collected for exchange items.
- Please use secure packaging and consider insurance for return shipping to avoid damage.

****Shipping Policy:****

- Orders are processed within 1-2 business days after receiving your order confirmation.
- You will receive a notification when your order has shipped.
- In case of potential delays or issues beyond our control, we will communicate with you.
- Shipping rates are calculated at checkout based on your location.
- In-store pickup option is available for free local pickup during our designated hours.
- International shipping rates vary. Please contact us for more information.
- You are responsible for any import duties, taxes, or fees applied by your destination country.
- You can check the status of your order using the provided tracking number.
- For lost, damaged, or missing packages, please contact the courier company directly.

****Payments:****

- Our store uses Yoco for secure payments.
- We accept Visa, MasterCard, and regular account payments.
- Coupons can be applied during checkout to receive discounts.
- Yoco account is not necessary for making a purchase.
- Cash on delivery and invoice purchases are not available.

****Sizing:****

Please contact us if you have any sizing questions before placing your order. We are not responsible for items ordered in the wrong gauge, length, diameter, or product.

****Terms of Service - Tattoos:****

Please review our terms and conditions regarding tattoos. It includes information about the tattooing process, age restrictions, preparation, limitations, and our portfolio availability. Deposits, cancellations, and rescheduling policies are also outlined.

****Terms of Service - Piercing:****

Please review our terms and conditions regarding piercings. It includes information about sterilization, jewelry selection, age restrictions, alcohol consumption, consent forms, fainting risks, and aftercare. Deposits, cancellations, and rescheduling policies are also outlined.

We appreciate your understanding and strive to provide you with the best service possible. If you have any further questions or concerns, please contact our customer support team.

PIERCING POLICIES

At Forget Me Not Tattoos and Piercings, we have certain policies in place regarding piercings. Please take note of the following information:

1. Sterile Environment: All piercings are conducted in a sterile environment to ensure safety and cleanliness.
2. Healing Time: The healing time for piercings may vary depending on the placement and the type of jewelry chosen.
3. Jewelry Selection: Our piercer will provide guidance on the best jewelry and placement for your piercings, considering your anatomy. However, we cannot be held liable for any complications that may arise due to your final decision regarding jewelry type or placement.
4. Jewelry Downsizing: Our representatives may recommend returning to the studio to downsize the length or size of your jewelry for certain piercings. This is to prevent irritation or migration.
5. Jewelry Source: For quality standards and sterilization purposes, we do not pierce with jewelry purchased elsewhere. Our jewelry is pre-sterilized and processed. We have a selection of high-quality jewelry available for piercing. If you have existing Forget Me Not Tattoos and Piercings pieces, you can consult with a piercer to see if they can be used for an initial piercing.
6. Potential Issues: Some individuals may experience infections, irritation, swelling, allergic reactions, hypergranulation tissue, hypertrophic scarring, or dryness of the piercing. We are available to provide advice on any problems that may arise. If excessive swelling occurs within the first seven days after a new piercing, we encourage you to return to us as soon as possible for jewelry replacement. Excessive swelling within the first seven days will be replaced free of charge. After this period, a fee may be required.
7. Age Restrictions: In South Africa, there is no legal age restriction barring children from obtaining tattoos and body piercings. However, certain age guidelines apply:
 - Earlobe piercings can be performed on children aged 4 and up with parental or guardian consent.

- Minors aged 16 years or older may undergo piercings with proper consent. Photo identification may be required if age is suspected. If photo identification cannot be provided, parental or legal guardian consent is necessary.

- Nipple or genital piercings or modifications can only be done if you are 18 years or older. Identification will be required. No exceptions will be made.

8. Jewelry Changes: We can change your body jewelry for a minimal service charge at the time of purchase, as long as no tools or tapering is required. The service fees for jewelry changes may vary depending on sterilization or tapering needs.

9. Alcohol and Drug Consumption: We strictly prohibit the consumption of drugs or alcohol before or directly after getting pierced. Alcohol thins the blood and can lead to excessive bleeding, swelling, and bruising. We will not pierce individuals who are visibly intoxicated.

10. Pregnancy and Breastfeeding: Piercing during pregnancy or breastfeeding is not recommended due to the risk of infection at the piercing site spreading to the bloodstream, even if the piercing is performed safely.

11. Piercing Consent Form: You will be provided with a Piercing Consent Form, which will inquire about pregnancy and whether you are under the influence of alcohol or drugs. These are important factors for determining if a piercing can be performed. By signing the consent form, you legally confirm that you have no health concerns and are of the correct age.

12. Fainting Precautions: Fainting may occur during the piercing process in some individuals. This is known as vasovagal syncope and is not the fault of the piercer. If you are aware that you may be susceptible to fainting, please inform the piercer or a representative from Forget Me Not Tattoos and Piercings so that proper precautions can be taken.

We strive to provide a safe and professional piercing experience for all our clients. If you have any further questions or concerns, please don't hesitate to reach out to our team.

TATTOO POLICIES

At Forget Me Not Tattoos and Piercings, we have specific policies in place regarding tattoos. Please take note of the following information:

1. **Risks and Responsibilities:** Tattooing is a permanent procedure, and while we strive to produce satisfactory reproductions of your desired design, there are potential risks involved. These risks, such as infections, ink loss, ink fading, allergic reactions, and dryness of the tattoo, can occur in some individuals and are not the fault of the artist.

2. **Tattoo Touch-ups:** If any problems arise, we are happy to provide advice. In the event of ink loss, we encourage you to return to us within six weeks from your original tattoo appointment date for a touch-up. During this period, tattoo touch-ups will be free of charge. However, after six weeks, a fee will be required. Please note that tattoo touch-ups will be charged if your tattoo care does not meet our specifications.

3. **Age Restrictions:** In South Africa, there is no legal age restriction barring children from obtaining tattoos or body piercings. However, we do not tattoo anyone under the age of 18 years, even with parental consent. Proof of age, such as a picture ID or driving license, may be required.

4. **Design Review:** Prior to booking your tattoo appointment, we welcome you to send us your design for review.

5. **Alcohol and Drug Consumption:** To ensure a smooth tattooing process, please refrain from consuming alcohol 24 hours before your appointment. If you arrive under the influence of alcohol or drugs, we will kindly ask you to leave, and any deposit or voucher will become void without a refund.

6. **Additional Precautions:** Absolutely no drugs, alcohol, or energy drinks should be consumed before or directly after getting tattooed. Please do not apply topical numbing cream to the tattoo area before the session. Additionally, we cannot tattoo on burnt or peeling skin.

7. **Tattoo Consent Form:** You will be provided with a Tattoo Consent Form, which will require you to confirm that you are over 18 years old, not pregnant, and not under the influence of alcohol or drugs. These factors are crucial in determining whether a tattoo can be performed. By signing the consent form, you agree to the mentioned conditions and confirm your good health.

8. **Time Allocation:** We do not rush tattoos, so please allocate enough time for the session and avoid rushing the artist.

9. **Smoking Policy:** Smoking is not permitted in the studio. If you wish to take a break, it will be included in the allocated time for your session.

10. **Tattoo Restrictions:** We do not undertake offensive, racist, or gang-related tattoos.

11. Right to Refuse Service: Please be aware that we reserve the right to refuse service for various reasons, such as poor attitude, being unprepared or unreasonably late for your appointment, or changing your mind with an unacceptable amount of prior notice or frequency. Excessive alterations to the design's size, small details, or placement may also lead to refusal of service, as they indicate uncertainty that could result in later regret.

12. Client Satisfaction: If we feel that you are uncertain about your design and "settling" for it, we may be unable to tattoo you. This decision is based on our professional opinion that clients who "settle" with a design tend to be less satisfied with the final outcome. We make this decision in your best interest.

13. Portfolio and Appointments: Our complete portfolio is available online, and we recommend booking your appointment at least one week in advance. While we can provide a rough estimate of the price for your tattoo via email, please note that the final price will be determined by the artist in person. For an accurate quote, we offer a free 15-minute consultation with one of our tattoo artists. You are also welcome to email us your design.

14. Walk-ins and Deposits: Walk-ins are welcome on a first-come, first-served basis if we have availability. However, we recommend calling ahead to check for availability and make an appointment. To secure your time slot, appointments require a deposit of R500, which will be deducted from the total price of your tattoo. If you need to reschedule, please provide 48 hours' notice so that we can accommodate you. Failure to reschedule or cancel within this timeframe will result in the retention of your deposit to cover our loss of income. Your deposit will remain valid for six months from the date of purchase for rescheduling purposes. Please note that deposits are non-refundable. If you fail to show up for your appointment without notice, you will forfeit your deposit.

15. Cancellation Fee for Finalized Designs: Tattoo designs will be created once a deposit has been paid to secure the booking. If you choose to cancel your appointment after the design has been finalized, a fee of R500 will be deducted and given to the artist for their time.

16. Design Ownership and Creative Process: Designs remain the property of Forget Me Not Tattoos and Piercings until the day of your booking. We do not send out any design work prior to bookings. Depending on your design and the time required, the artist may choose to design with you on the day of your booking to involve you in the creative process.

17. Fainting Precautions: Sometimes, but not always, individuals may experience fainting during tattooing. This is a physiological response to distress that causes a rapid drop in blood pressure, leading to fainting. Symptoms and triggers vary among individuals, but the sight of blood or the knowledge of body compromise are common triggers. If you are aware that you may experience this,

please inform the tattoo artist or a Forget Me Not Tattoos and Piercings representative so that appropriate precautions can be taken.

18. Independent Contractors: Please note that tattoo artists are independent contractors for Forget Me Not Tattoos and Piercings.

We strive to provide a safe and professional tattooing experience for all our clients. If you have any further questions or concerns, please don't hesitate to reach out to our team.