

Returns & Refunds Policy

We want you to be happy with your purchase. If something isn't quite right, we're here to help.

Returns

You have **14 days from the date of delivery** to contact us if you wish to return an item.

To be eligible for a return:

- The item must be **unused, unworn, and in its original condition**
- It must be returned in the **original packaging** where possible
- Proof of purchase (such as your order confirmation) is required

How to Request a Return

To start a return, please contact us at sailortattoocollective@hotmail.com within 14 days of receiving your order.

Once your return request is approved, we will provide you with the **return address and instructions via email**.

Return Shipping

After contacting us, you must **send the item back within 14 days** of your initial return request.

- Customers are responsible for **return shipping costs**, unless the item is faulty or incorrect
- We recommend using a **tracked service**, as we cannot be responsible for items lost in transit

Refunds

Once we receive and inspect your return, we will notify you of the outcome.

If approved:

- Your refund will be processed to your original payment method within **5–10 business days**

Faulty or Incorrect Items

If your item arrives damaged, defective, or incorrect, please contact us within 14 days with photos and details. We will arrange a replacement or refund at no extra cost to you.

Non-Returnable Items

We do not accept returns for:

- Items that have been worn, washed, or damaged after delivery
- Custom or personalised items (unless faulty)

Contact Us

If you have any questions about returns, please contact us at:

Sailortattoocollective@hotmail.com

Thank you for supporting our business 