

Refund policy

Our policy is valid for a period of 30 calendar days from the date of the purchase. If you receive your order and are not satisfied for any reason you can return the product for a refund. If the period of 30 days has lapsed since the purchase, we can't, unfortunately, offer you a refund.

Refund requirements

The following criteria must be met to qualify for a refund:

- Product is defective
- Product is not as described
- Product must be unopened
- Product must be in original packaging
- Product must be unused
- Product must not be damaged

In order to ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue a refund.

Proof of purchase

To complete your refund, we require a receipt, purchase order or other proof of purchase. Please note that without the aforementioned proof of purchase, we will not issue a refund.

Sale and clearance items

Only regular priced items may be returned, unfortunately sale or clearance items cannot be returned.

Shipping items

In order to return an order, you must contact us first and obtain and include a Return Merchandise Authorization (RMA). Returns will not be accepted without a valid Return Merchandise Authorization.

Returns can be mailed to: Baaderstr. 82-84, 80469 München. You will be responsible for paying for the shipping costs with regard to the items that you wish to return. We will not refund the shipping costs.

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject a refund.

Contacting us

If you would like to contact us concerning any matter relating to this Refund Policy, you may do so via the contact form or send an email to reception@whitegatetattoo.com

This document was last updated on May 20, 2020

