| Piercing warranty | Our 30 day  •  Guarantee |
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| Your satisfaction is our #1 concern Scenario 1  **“I just had my ears pierced and I’m missing an earring and or my piercing has grown over”**  If you are within 30 days of your piercing date you can come back, and we will re-pierce your ears waiving the piercing fee. Earrings are an additional fee (only sold in a set) but will be provided at a reduced rate of 50%  Scenario 2  **“I just noticed I’m missing a backing from one of my earrings”**  If you are within 30 days, we can provide a backing at no additional cost. Backings otherwise are $2 each.  Scenario 3  **“I had my nose pierced and I’m missing the stud and or I can’t get my stud back in”**  *Our nose piercing system does not come with the backing as stated on the waiver form. It is the client’s responsibility to ensure the proper aftercare is taking place to prevent stud lose.*  If you are within 30 days of your original piercing date, we can re-pierce your nose at a cost of 50% off.  Scenario 4  **“I am unhappy with the placement and or positioning of my new piercing"**  Something just not sitting right? You have 30 days to inform us and let us know. We would be happy to re-pierce at no additional cost to you. We will waive the piercing fee and the earring cost. (we will pierce with the same style of stud or the closest matching style) | Logo, company name  Description automatically generated Please call or email us ifYou are experiencing any issues with your new piercing. Contact Info  780 532 1767  [gpmerlenorman@telus.net](mailto:gpmerlenorman@telus.net)  If you are experiencing any problems with an infection/sensitivity (redness, major swelling (the earring seems to be engulfed by the surrounding skin), discharge or pain) Please remove the stud(s) immediately. Clean with warm soapy water and apply peroxide & Polysporin. Let the wound heal. We do not recommend re-piercing for a few months. We would also recommend trying an earring made of Titanium at your next visit. |