

Pinky Prints Terms & Conditions

Memories set in silver

Placing an Order

- Please ensure that all details on your order form are correct including spellings of names. This is bespoke jewellery and we will be unable to accept returns or offer refunds once an order has been placed unless the items supplied are faulty or do not match the request on your order form. This does not affect your statutory rights.
- Full payment will be required at time of placing an order.
- In the unlikely event that an item is out of stock, we will always contact you. In this case we will give you the choice of placing the item on back order, choosing an alternative or receiving a full refund.
- Our jewellery is handmade and each piece is unique. As we aim to continually improve our products some items may vary from pictures displayed on our website. We will always show you samples at point of purchase that will display our most current chains and findings.
- Though very rare, it is possible for certain individuals to experience skin rash or itchiness after contact with the silver clay. If you or your child has a known allergy to silver we do not recommend taking an imprint.

Young Children

- There is no age limit to having a fingerprint taken and we'll happily take impressions from any member of your family...from grandparents to babies! We don't recommend taking a print from infants under 18 weeks as their fingers are so delicate but you can always book them in for a future appointment as baby's impressions are incredibly cute when they are so small.
- Every child is unique and so are their prints. Although most children have a good depth to their print from a young age some very young children have less definition. However, we'll always capture for you a beautiful finger shaped imprint that you can treasure forever.

Delivery

- Unless otherwise specified on the order form all completed orders will be dispatched by registered post at the charge shown. This will require someone at the delivery address to sign for the package. Should you be unable to accept the delivery you will be notified of an alternative delivery date/place of collection. Should any items be returned to Pinky Prints by the post office as undeliverable we will contact you and reserve the right to pass on any additional postage costs to you.
- Pinky Prints will email you to confirm that your jewellery has been dispatched. In the unlikely event that it is not delivered by An Post within 5 working days of dispatch please notify us. On confirmation by them that your package is lost Pinky Prints will be able to arrange replacements.
- It is important that you check your jewellery on delivery/collection. If it is damaged or faulty Pinky Prints must be notified within 7 days by phone or email and we will be happy to rectify the problem. Failure to do so may affect your right to an exchange/refund.

Use & Care of your Pinky Print Jewellery

- The jewellery we offer is intended for adult use. Any item purchased for children should be kept until they are old enough to wear them responsibly as they contain small parts that may present a choking hazard.
- Our jewellery is crafted with care and we are happy to guarantee it against defects in material or workmanship for 12 months from delivery/collection. Failure to follow the care instructions that we provide with your jewellery may invalidate this guarantee.
- Key rings by their nature are susceptible to marking from keys and use will result in tiny scratches on the surface of the silver. Generally the marks will become even and give a matt, antique look that will not affect the print or the engraving.

Gift Vouchers

- Pinky Prints gift vouchers can be redeemed against any products sold by Pinky Prints and are valid for 12 months from date of issue.
- Lost or stolen vouchers can be reissued for a €25 administration fee providing proof of purchase can be shown.
- Pinky Prints gift vouchers are non-refundable and no change can be given where purchases are less than the full value of the voucher.