WEAR YOUR WORDS

RETURNS & REFUNDS

Last updated: 31/08/2026

At **Wear Your Words**, we want you to be happy with your order. This Refunds & Returns Policy explains when items can be returned, how to request a return or refund, and what happens when an item is faulty, damaged or incorrect.

This policy should be read alongside our **Terms and Conditions**.

Nothing in this policy affects your statutory rights as a consumer.

1. Change-of-Mind Returns

If you purchase an item from Wear Your Words online and simply change your mind, you may generally have a legal right to cancel your order under the Consumer Contracts Regulations.

You normally have **14 days from the day after you receive your order** to tell us that you wish to cancel.

You do not have to provide a reason for cancelling.

After telling us that you wish to cancel, you normally have a further **14 days to return the item to us**.

The item should be returned in a condition that allows us to assess it appropriately. You are allowed to handle an item to the extent necessary to establish its nature, characteristics and functioning, in the same way you would reasonably be able to in a shop.

If the item has been used or handled beyond what is reasonably necessary and its value has been reduced as a result, we may be entitled to make a deduction from the refund where permitted by law.

2. How to Request a Return

To request a return or cancellation, please contact us at:

support@wear-your-words.com

Please include:

- your full name;
- order details;
- the item(s) you wish to return; and
- the reason for the return, where applicable.

For a change-of-mind cancellation, you do not legally need to provide a reason, but providing one can help us process your request efficiently.

We will provide you with return instructions where a return is required.

3. Return Condition

For change-of-mind returns, we ask that items are returned in a suitable condition.

Where reasonably possible, items should:

- be unworn;
- be unwashed;
- be free from damage;
- retain any original packaging or labels where applicable; and
- be returned securely packaged.

You may inspect and try on clothing as you reasonably would in a shop.

However, you may be responsible for any reduction in the value of an item caused by handling beyond what is reasonably necessary to establish its nature, characteristics and functioning.

4. Return Postage

For a change-of-mind return, the **customer is responsible for the cost of returning the item to Wear Your Words**, unless we have agreed otherwise.

We recommend using a tracked postal service and keeping proof of postage until your return has been received and processed.

Wear Your Words cannot be responsible for items that are lost while being returned if you cannot provide evidence that the item was sent.

Where an item is confirmed to be faulty or we have sent the wrong item, we will provide appropriate return instructions and will not require you to bear the return cost where applicable.

5. Faulty or Damaged Items

If your item arrives faulty or damaged, please contact us as soon as possible.

Please email:

support@wear-your-words.com

with:

- your order details;
- a description of the problem; and
- clear photographs showing the fault or damage.

We may ask you to return the item so that we can inspect it.

If the item is confirmed to be faulty or damaged due to an issue for which Wear Your Words is responsible, we will work with you to provide the appropriate remedy under your consumer rights.

Depending on the circumstances, this may include a repair, replacement or refund.

You will not be expected to pay the cost of returning a product that is confirmed to be faulty where applicable.

UK consumer law provides protections where goods are faulty, not as described or do not meet the required standards.

6. Incorrect Items

If we have sent you the wrong product, size, colour or another item that does not match your order, please contact us as soon as possible.

We will investigate the issue and, where the mistake is ours, **put it right at no additional cost to you**.

We may ask you to return the incorrect item before sending a replacement.

We will provide instructions for returning an item that was sent incorrectly by us.

7. Items Damaged Through Customer Care

Please follow the care instructions provided with your clothing.

Items damaged as a result of incorrect or inappropriate care may not be considered faulty.

This may include damage caused by:

- inappropriate washing;
- tumble drying where the care instructions advise against it;
- excessive heat;
- inappropriate ironing;
- misuse; or
- other care methods that are contrary to the instructions provided with the product.

Where an item has been damaged through inappropriate care, we may be unable to offer a refund or replacement where permitted by law.

8. Refunds

Where a refund is approved, we will normally refund the payment using the **same payment method used for the original purchase**, unless otherwise agreed or required by law.

For a valid change-of-mind cancellation under the applicable distance-selling rules, we will refund the applicable amount within the required legal timeframe.

For standard delivery, the original standard delivery cost will generally also be refunded where the law requires this.

If you selected a more expensive delivery option than our least expensive standard delivery option, we are generally only required to refund the cost of the standard delivery option.

9. Refund Processing Time

Once a return has been received and assessed, we will process any approved refund as soon as reasonably possible.

Where statutory cancellation rights apply, refunds will be made within the applicable legal timeframe.

For change-of-mind cancellations involving returned goods, the law generally requires the refund to be made no later than 14 days after we receive the returned goods or receive evidence that they have been sent back, where applicable.

For other approved refunds, we will aim to process the refund promptly.

10. Sale Items and Discounted Products

Sale and discounted items are covered by the same statutory consumer protections as products sold at full price.

A discount does not remove your legal rights if an item is faulty, not as described or otherwise fails to meet the required legal standards.

Where a customer simply changes their mind about an online purchase, the applicable cancellation rights also continue to apply unless a lawful exception applies.

11. Items That Cannot Be Returned

Where a legal exception to the statutory cancellation right applies, we will make this clear to you before you purchase the relevant item.

We will not attempt to exclude or restrict a customer's statutory rights through this policy.

12. Returns That Do Not Meet the Applicable Requirements

If we receive an item that has been returned outside the applicable cancellation or return period, or has been damaged through handling beyond what is reasonably necessary, we may need to assess whether any refund or deduction is permitted under applicable law.

We will always consider your statutory rights before making a decision.

13. Return Instructions

If we approve a return, we will provide you with the relevant return instructions.

Please do not send an item to an address unless we have provided the appropriate return instructions.

We recommend keeping proof of postage and tracking information until your return has been confirmed as received.

14. Contact Us

If you have any questions about refunds, returns or your order, please contact us:

Wear Your Words

Email: support@wear-your-words.com

Telephone: 07974 933996

We will do our best to deal with your request fairly and as promptly as reasonably possible.

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