WEAR YOUR WORDS

TERMS & CONDITIONS

Last updated: 31/08/2026

Welcome to Wear Your Words!

These Terms and Conditions set out the terms that apply when you access our website, submit an order or purchase products from us.

By using our website or placing an order, you agree to these Terms and Conditions. Please read them carefully before submitting an order.

1. Use of Website

You agree to use the Wear Your Words website only for lawful purposes and in a way that does not infringe the rights of, restrict or inhibit anyone else's use and enjoyment of the website.

You must not use the website in any way that may:

- Cause damage to the website or our systems;
- Interfere with the website's operation;
- Attempt to gain unauthorised access to our systems or information;
- Introduce viruses, malicious software or other harmful material;
- Use the website for fraudulent or unlawful purposes; or
- Reproduce or use website content without our permission.

We may update, change, suspend or withdraw parts of our website from time to time where reasonably necessary.

2. Products and Availability

We aim to provide accurate descriptions, photographs and information for all products displayed on our website.

However, product colours, sizes, measurements, positioning of designs and other details may vary slightly from photographs or descriptions shown online. This can occur due to differences in screens, lighting, manufacturing and printing.

All products are subject to availability.

Although we make every reasonable effort to maintain accurate stock information, products or materials may occasionally become unavailable.

If an item becomes unavailable after you have submitted an order, we will contact you and discuss the available options. Where we are unable to fulfil the order, an appropriate refund will be provided.

We reserve the right to change product designs, specifications, availability and prices at any time. Changes will not affect orders that have already been accepted, except where necessary to correct an obvious error or where required by law.

3. Placing an Order

Orders are submitted through the official ordering forms provided by Wear Your Words.

Our order forms may be accessed through links on our website or other official Wear Your Words channels.

When submitting an order, customers must provide accurate, current and complete information.

This includes:

- Full name;
- Email address;
- Delivery address;
- Chosen product;
- Size;
- Colour; and
- Quantity.

Customers are responsible for checking their order details carefully before submitting their form.

Once an order form has been submitted, our team will review the details and calculate the total amount payable, including any applicable delivery charges.

We aim to issue a personalised invoice within **48 hours of receiving your order form**.

The invoice will be sent by email and will clearly show the total amount payable.

Submitting an order form does not automatically confirm or guarantee acceptance of an order.

An order will only be confirmed once full payment has been successfully received and confirmation has been provided by Wear Your Words.

4. Payment

Full payment must be received before an order is confirmed, processed, produced or dispatched.

Once your order has been reviewed and the total amount calculated, you will receive a personalised invoice by email.

Payments are currently collected through **Monzo**, using the payment link and/or payment instructions provided with your invoice.

Customers are responsible for ensuring that the correct amount is paid using the details supplied.

Once payment has been successfully received, Wear Your Words will confirm the order and begin processing it.

We will not begin preparing or producing an order until full payment has been received.

We reserve the right to refuse or cancel an order where payment has not been successfully received.

All prices are displayed in pounds sterling (£), unless otherwise stated.

Wear Your Words is currently not VAT registered.

5. Prices, Discounts and Offers

We make every reasonable effort to ensure that all prices displayed on our website and order forms are accurate.

We reserve the right to correct obvious pricing errors.

If an obvious error is identified before your order has been accepted, we may contact you to confirm whether you wish to proceed at the correct price.

We may offer discounts, promotional codes, sales or other special offers from time to time.

Unless otherwise stated, discounts and promotional offers cannot be combined.

Promotional offers may be subject to additional terms, including start and end dates, product restrictions or availability.

6. Order Cancellation

If you wish to cancel an order, please contact us as soon as possible at:

support@wear-your-words.com

If you have submitted an order form but have not yet paid your invoice, please let us know if you no longer wish to proceed.

Once payment has been received, processing or production may begin.

Customers may have statutory cancellation rights under applicable consumer law. These rights are explained further in our Returns & Refunds Policy.

Nothing in this section removes or restricts any statutory cancellation rights that apply to your purchase.

7. Shipping and Delivery

We offer worldwide delivery using Royal Mail.

Our standard UK delivery charge is **£5.99 per order**.

International delivery charges may vary depending on the destination and applicable Royal Mail postage rates.

All applicable delivery charges will be calculated and included in your personalised invoice before payment is requested.

We aim to issue invoices within 48 hours of receiving an order form.

Once full payment has been received and your order confirmed, our standard processing and dispatch timeframe is generally:

7–14 business days.

This timeframe begins after payment has been received.

Processing times may take longer during busy periods, sales, launches or periods of increased demand.

Delivery times are estimates and are not guaranteed arrival dates.

Where tracking is available, tracking information will be provided following dispatch.

Please refer to our Shipping Policy for further information.

8. Delivery Delays and Lost Orders

We take reasonable steps to ensure that orders are processed and dispatched promptly.

However, delivery may occasionally be affected by circumstances outside our reasonable control, including:

- Postal delays;
- Strikes;
- Adverse weather;
- Customs procedures;
- International postal disruptions;
- Technical issues; or
- Other unforeseen circumstances.

If your order appears to be lost or significantly delayed, please contact us at:

support@wear-your-words.com

We will investigate the matter and assist you where reasonably possible.

Nothing in these Terms and Conditions removes any consumer rights that apply to delayed, missing or undelivered goods.

9. International Delivery

We accept orders for delivery worldwide.

Customers ordering from outside the United Kingdom are responsible for any customs duties, import taxes, handling charges or other fees imposed by the destination country.

These charges are not controlled by Wear Your Words and are not included in our product or delivery prices unless expressly stated otherwise.

Customers are responsible for ensuring that the products they order can legally be imported into their destination country.

10. Returns and Refunds

Please refer to our separate Returns & Refunds Policy for information about returning products and requesting refunds.

Our Returns & Refunds Policy forms part of these Terms and Conditions.

If you receive a faulty, damaged or incorrect item, please contact us as soon as possible so that we can investigate the issue and provide the appropriate resolution.

Where an issue has been caused by us, we will work to put it right at no additional cost to you.

Nothing in these Terms and Conditions or our Returns & Refunds Policy affects your statutory rights as a consumer.

11. Incorrect Information and Customer Responsibility

Customers are responsible for ensuring that all information submitted when placing an order is accurate.

This includes their delivery address and all product choices.

Incorrect or incomplete information may result in delays, failed deliveries or additional costs.

If an order needs to be resent because an incorrect or incomplete delivery address was provided by the customer, additional delivery charges may apply.

12. Intellectual Property Rights

All content on the Wear Your Words website, including but not limited to:

- Text;
- Photographs;
- Images;
- Logos;
- Graphics;
- Artwork;
- Clothing designs;
- Product designs;
- Branding; and
- Other original materials

is owned by Wear Your Words or is used with permission from the relevant rights holder.

All intellectual property rights in our content and designs remain with Wear Your Words or the relevant rights holder.

Purchasing a Wear Your Words product does not transfer ownership of any intellectual property to the customer.

You must not copy, reproduce, distribute, modify, publish, sell or commercially use any Wear Your Words content, designs, artwork, logos or branding without our prior written permission.

Unauthorised use or reproduction of our content or designs is prohibited.

13. Website Content

We make reasonable efforts to ensure that information on our website is accurate and up to date.

However, we do not guarantee that all website content will always be completely accurate, complete or free from errors.

We may correct errors, update information or make changes to the website without prior notice.

14. Limitation of Liability

Wear Your Words will not be liable for any loss or damage arising from your use of, or inability to use, our website or products, except where liability cannot legally be excluded or limited.

Nothing in these Terms and Conditions excludes or limits your statutory rights or any liability that cannot legally be excluded or limited.

We will not be responsible for losses caused by circumstances outside our reasonable control, subject to applicable consumer law.

15. Events Outside Our Reasonable Control

We will not be responsible for delays or failure to fulfil our obligations where this is caused by circumstances outside our reasonable control.

This may include:

- Postal or courier disruption;
- Strikes;
- Extreme weather;
- Supplier delays;
- Shortages of materials;
- Technical problems;
- Payment-service interruptions;
- Website problems;
- Government restrictions; or
- Other unforeseen circumstances.

Where possible, we will take reasonable steps to minimise the effect of such circumstances and keep customers informed where appropriate.

16. Changes to These Terms and Conditions

We reserve the right to modify these Terms and Conditions from time to time.

Any updates will be published on our website and the Last Updated date will be changed accordingly.

The Terms and Conditions applying to an order will generally be those in effect when the order is accepted.

17. Privacy

We collect and process customer information in accordance with our Privacy Policy.

Information provided when submitting an order may be used to:

- Review and process orders;
- Prepare and issue invoices;
- Confirm and record payments;
- Arrange delivery;
- Provide customer support; and
- Manage our business.

Please refer to our Privacy Policy for further information about how we collect, use and protect personal information.

18. Governing Law

These Terms and Conditions are governed by the laws of the United Kingdom, subject to any mandatory consumer protection laws that apply to your purchase.

Nothing in these Terms and Conditions affects any mandatory consumer rights that apply to you under the law.

19. Contact Us

If you have any questions about these Terms and Conditions, your order or our services, please contact us:

Wear Your Words

Email: support@wear-your-words.com

Telephone: 07974 933996

We will do our best to assist you with any enquiries.

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Thank you for choosing Wear Your Words.

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