WEAR YOUR WORDS

SHIPPING POLICY

Last updated: 31/08/2026

Thank you for shopping with Wear Your Words!

This Shipping Policy explains how we handle orders, calculate delivery charges, process payments and deliver your products.

Please read this policy carefully before placing an order.

1. Shipping Destinations

We offer worldwide shipping.

We currently use Royal Mail to deliver orders, with the service selected depending on the destination, size and requirements of the order.

2. Placing an Order

Customers can place an order by completing one of the official order forms provided by Wear Your Words.

Once you have submitted your order form, our team will review your order and calculate the total amount payable, including the applicable delivery charge.

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

Your invoice will clearly show the amount you need to pay, including:

- The cost of your selected products;
- Any applicable delivery charges; and
- Any additional agreed costs, where applicable.

Your invoice will be sent by email and will include a payment link and/or payment instructions.

Once full payment has been received, your order will be confirmed and we will begin processing it.

Please note that submitting an order form does not automatically confirm your order.

3. Shipping Costs

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

For international orders or deliveries outside our standard shipping arrangements, postage costs may be higher depending on the destination and applicable Royal Mail rates.

Where additional postage charges apply, these will be calculated and included in your invoice before payment is requested.

All delivery charges will be communicated to you before you make payment.

4. Processing Your Order

Orders are only processed once full payment has been successfully received.

We do not begin preparing, producing or dispatching an order until payment has been confirmed.

Our standard processing and dispatch timeframe is generally:

7–14 business days

This timeframe begins once payment has been received and your order has been confirmed.

Processing times may occasionally be longer during:

- Busy periods;
- Sales;
- Product launches;
- Promotional periods; or
- Periods of unusually high demand.

We will always aim to prepare and dispatch orders as promptly as reasonably possible.

5. Shipping Method

Orders are dispatched using Royal Mail.

Depending on the destination, size and weight of your order, we may use a standard or tracked delivery service.

Where tracking is available, tracking information will be provided once your order has been dispatched.

6. Delivery Times

Our 7–14 business day timeframe refers to the processing and dispatch of your order, rather than a guaranteed delivery date.

Once dispatched, delivery times will depend on:

- Your location;
- The Royal Mail service used;
- International postal networks, where applicable;
- Customs procedures;
- Weather conditions;
- Postal disruptions; and
- Other circumstances outside our reasonable control.

All delivery times are estimates rather than guaranteed arrival dates.

7. International Shipping

We accept orders for delivery outside the United Kingdom.

International customers may be required to pay additional charges imposed by their destination country.

These may include:

- Customs duties;
- Import taxes;
- Customs clearance fees;
- Handling charges; or
- Other local charges.

These charges are the responsibility of the customer and are not included in the product or delivery prices unless specifically stated otherwise.

Wear Your Words does not control the customs rules, taxes or charges imposed by other countries.

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

8. Delivery Address

Customers are responsible for providing an accurate and complete delivery address when completing their order form.

Please check your delivery details carefully before submitting your order.

Incorrect or incomplete addresses may result in delivery delays, failed deliveries or additional postage costs.

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

9. Delayed Deliveries

Although we aim to process and dispatch orders within our stated timeframe, deliveries may occasionally take longer than expected.

Delays can occur due to circumstances outside our reasonable control, including postal delays, strikes, adverse weather, customs delays and other unforeseen circumstances.

If your order has not arrived within a reasonable period, please contact us so that we can investigate and assist you.

10. Lost Parcels

If you believe your parcel has been lost, please contact us at:

support@wear-your-words.com

Please provide your order details so that we can investigate the matter and assist you.

Where tracking is available, we may use the information provided by Royal Mail to help investigate the delivery.

Nothing in this policy removes or limits your statutory consumer rights.

11. Parcels Returned to Us

If a parcel is returned to Wear Your Words because of an incorrect or incomplete delivery address, failure to collect the parcel, refusal of delivery or another reason attributable to the customer, we will contact you where appropriate.

If you require the parcel to be sent again, additional shipping charges may apply.

12. Shipping and Refunds

Shipping costs may be treated differently depending on the reason for a return or refund.

Where a refund or return is requested, please refer to our Returns & Refunds Policy for further information.

Nothing in this Shipping Policy affects your statutory rights as a consumer.

13. Contact Us

If you have any questions about shipping, delivery or your order, 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 shipping or delivery enquiries.

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