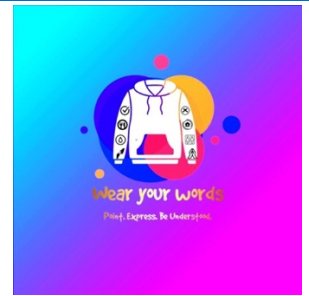


WEAR YOUR WORDS

SHIPPING POLICY

Last updated: 31/08/2026



Thank you for shopping with **Wear Your Words**.

This Shipping Policy explains how we process, prepare and deliver your order.

Please read this policy carefully before placing an order.

1. Shipping Destinations

We offer **worldwide shipping**.

We currently ship orders using **Royal Mail**, with the service used depending on the destination and the size and requirements of the order.

We aim to provide a suitable shipping service for each destination.

2. Processing Your Order

Orders are processed once **full payment has been received**.

We do not begin preparing or producing an order until payment has been successfully received.

Our standard processing time is generally:

7–14 business days

This is the time we usually require to prepare and dispatch your order.

Processing times may be slightly longer during:

- busy periods;
- sales;
- launches;
- promotional periods; or
- periods of unusually high demand.

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

3. Shipping Costs

A standard **£5.99 shipping fee** will normally be charged for orders.

For orders being shipped internationally or to destinations outside the standard shipping area, the actual postage cost may be higher. In these circumstances, **you may be contacted and invoiced for an additional shipping amount** to cover the applicable Royal Mail postage cost for your destination.

Any additional shipping charge will be communicated to you before your order is dispatched.

Shipping charges are separate from the cost of the products themselves and are the responsibility of the customer.

4. Shipping Method

Orders are shipped using **Royal Mail**.

Depending on the destination and order, we may use a standard or tracked Royal Mail service.

The shipping service available may vary depending on the destination, size and weight of the order.

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

5. Delivery Times

Delivery time is separate from our processing time.

Our **7–14 business day timeframe refers to processing and dispatching your order**, rather than guaranteeing that your parcel will arrive within 7–14 business days.

Once your order has been dispatched, delivery times will depend on:

- your location;
- the Royal Mail service used;
- international postal networks where applicable;
- customs procedures;
- weather;
- postal disruptions; and
- other circumstances outside our reasonable control.

Delivery times are therefore estimates rather than guaranteed arrival dates.

6. Tracking

Where a tracked Royal Mail service is used, we will provide tracking information once your order has been dispatched.

Tracking allows you to follow the progress of your parcel through the relevant postal service.

Where a non-tracked service is used, tracking information may not be available.

7. International Shipping

We ship internationally.

For orders being delivered outside the United Kingdom, additional charges may be imposed by the 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 Wear Your Words product or shipping price unless specifically stated otherwise.

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

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 placing an order.

Please check your delivery information carefully before submitting your order.

If an incorrect or incomplete address is provided, this may result in:

- delivery delays;
- the parcel being returned to us;
- the parcel being delivered incorrectly; or
- additional postage being required.

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

9. Delayed Deliveries

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

Delays can occur because of circumstances outside our reasonable control, including:

- postal service delays;
- strikes;
- adverse weather;
- customs delays;
- international postal disruptions;
- technical issues; or
- other unforeseen circumstances.

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

10. Lost Parcels

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

wearyourwords25@gmail.com

Please provide your order details so that we can investigate the issue and assist you where reasonably possible.

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

Nothing in this policy removes or limits any statutory consumer rights that apply to your order.

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 **Refunds & Returns 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 or the delivery of your order, please contact us:

Wear Your Words

Email: wearyourwords25@gmail.com

Telephone: 07974 933996

We will do our best to assist you with any shipping or delivery queries.

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