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What do I do if I have a problem with ordering, a delivery or something else?

Please get in touch with us ideally from this website's contact form but also you can try doing a DM on Twitter if you are out and suddenly remember and need to ask there and then - although it's not as closely monitored so be patient if you don't get a fast reply. Typically though we will try to get back to you the same day - maybe two on those rare occasions when you have something special to do and aren't poised by the computer. ;-) We might take a bit longer to get back to you in cases where we need to go to a third party for info too - like a missing order - so please allow extra times in those cases.

What happens if I win a promo prize?

We will regularly run promos on social media, particularly Twitter. If you win a prize we will either provide the agreed prize or issue you a refund for a previous purchase made in the previous fortnight. Promos will usually only run for a few days so we don't want you to miss out either way. Either by holding off buying something you hope to win or having to pay for something you later win! This way you can carry on and only need to worry about keeping your fingers crossed!

If the promo prize is not specified any credit should be used within a month of being awarded. Good luck!

Can't find what you are after or wish we offered something in a different colour or size?

Please just ask. If you love a design but can't wear red, white or black but look great in grey then let us know and the chances are we can arrange a special order for you. Equally if you'd like a design on a phone case or baby grow we will often be able to sort something out. It's worth the effort for us because we can then add this option to our catalogue and make it available for everyone.

We'd rather be responsive to your needs and try and guess what you'd like most. You'll be doing us a favour so please don't hesitate to ask.

What's the best way to stay in touch with new releases, competitions and special offers?

To make sure we connect with you please join our email list. We will then contact you approximately once a month with all the latest info on releases, news and special offers. You can also connect with us using your favourite social media platform for a more interactive experience and more regular info and interactions on a more ad-hoc basis if you prefer. The choice is entirely yours.

Are the mock-up images true-to-life?

We will include and continuously add real-life images to our site and social media with the passage of time but initially each product page includes computer-generated mockups to give you an idea

Where do I get info on sizes?

Please check the page for each item for size details. Most of our t-shirts are of a uniform standard, sizes and style to keep things simple and help ensure there are no surprises. We do offer additional items in order to be able to offer a wider range of sizes and colours in some cases. If you want any clarification or are interested in an item that isn't currently available in a big or small enough size please let us know and we will explore adding appropriate options for you.

How long should my order take to arrive?

When you place an order there is an initial lead time for the order to be processed. There then follows a shipping time before your order reaches you. Use the info below to estimate your expected delivery times. Please note these are working days (5 a week) and take into account when you initially place the order. If you order in the morning you can reasonably include that day but a Friday evening order will effectively start on the Monday, although you can rely on that more than if it were placed at lunchtime that it would certainly start being processed that day. Having said all that we will be as fast as we can and hopefully more often than not we will be quicker than expected in most cases.

Order Time

- All orders are made to order and take 3-5 working days typically to ship.
- Orders will then typically take the following times to be delivered to you depending on your location.
- Please allow enough time before enquiring about any item that hasn't been delivered.
- If you order on a Monday in the UK you could get your order the same week, but probably early the next week. In the EU you would hope to get it early the next week but it could possibly not quite make it that week if you were unlucky. In the worst case your order might take as long as three weeks to Australia or another far flung territory.

Shipping Times via Recorded Delivery

UK - 1 to 3 working days.

EU - 3 to 5 working days.

Everywhere else - 7 to 10 working days.

Prices - why in US\$? What will I actually pay?

Although we have everything manufactured and delivered locally in the UK, we are a US corporation hence the US\$ pricing. Everything is processed via PayPal so whether you use your account or a credit card with PayPal processing it you'll get information from them about what that translates to in UKP, Euro or whatever.

What are our standard T&Cs?

In practice we obviously have to adhere with standard PayPal terms so you can always order without worry.

However as our products are custom made there is occasionally the situation where things are made incorrectly or there is a fault. Please notify us of any problem within 7 days of receipt and we will take up the matter with our supplier. Problems are rare but they can happen. Either way we will make it right so you get what you ordered for the agreed price. We cannot accept returns for custom made products that are not faulty in any way. So when you order you are committed to what you order - but we are equally committed to making sure you get it too.

The main thing to do is get in touch so we can get onto it. Please allow for International times differences in these situations too. We are 5 hours behind you but our suppliers are not, so you can get out of sync. Rest assured we will always try and resolve issues as fast as possible, Thanks.
