

Hey Bert.

Terms & Conditions

Shipping

Processing time

The time we need to prepare an order for shipping varies. It is our aim to dispatch standard slogan t-shirts and accessories within 3 - 5 working days. Custom t-shirts are made bespoke to every order and therefore typically carry a longer handling time. We aim to make and dispatch custom orders within 7 - 10 working days, if due to unforeseen circumstances this is to be longer, we'll inform you via email as soon as possible.

Customs and import taxes

Buyers are responsible for any customs and import taxes that may apply. We are not responsible for delays due to customs.

Payment options

Secure options include;

- Pay with Visa
- Pay with Master Card
- Pay with American Express
- Pay with Discover
- Pay with PayPal
- Buy with Apple Pay

Returns

To complete a return please contact hello@heybert.co.uk within 7 days of your delivery, quoting your order number and reason for return. Post the accepted return items back to us within 14 days of delivery (all delivery details will be given via email once your return has been accepted). Returns should be clean and in their original condition and posted in the original packaging.

Please note we don't accept exchanges or cancellations. But please contact us if you have any problems with your order.

The following items can't be returned or exchanged. Due to the nature of custom made t-shirts, unless they arrive damaged or defective, we can't accept returns for custom made and personalised orders.

Conditions of return

Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value. Please ensure you get a proof of postage when returning items.

Privacy policy

We will only use your shipping and billing address, and contact information to;

- Communicate with you about your order
- Fulfill your order
- For legal reasons

If you have any questions or queries please contact us on hello@heybert.co.uk

