

Shipping & Returns Policy

Shipping Information

We want to get your Dementia Disco gear to you as quickly as possible so you can start spreading the joy! Because we are a small charity team, please allow **5 business days** for us to process and pack your order.

- **Standard Delivery:** We primarily use **Royal Mail** to ensure your items arrive safely.
- **Shipping Costs:**
 - Small items (Tea towels, T-shirts, Hats): £2.30-£3.30
 - Larger items (Hoodies, Sweatshirts): £4.50
 - **Free Shipping:** Spend over £50.00 and the shipping is on us!
- **Eco-Friendly Packaging:** To stay kind to the planet, we use 100% recyclable mailers. Please reuse or recycle them!

Returns & Exchanges

We want you to love your purchase. If something isn't right, here is how we can help:

- **14-Day Return Window:** You have **14 days** from the date you receive your item to request a return or exchange.
- **Condition:** Items must be unwashed, unworn, and in their original condition.
- **How to Return:** Please email us at hello@dementiadisco.org with your order number. We will provide you with the return address and instructions.

A Note on Returns: As a small charity, the cost of return shipping and restocking can impact our ability to fund our programs. We kindly ask that you double-check our **Size Guide** before ordering to help us keep these costs down!

Damaged or Incorrect Items

If your disco gear arrives damaged or we've sent the wrong thing by mistake, we are so sorry! Please contact us immediately at hello@dementiadisco.org with a photo of the issue, and we will send out a replacement or issue a full refund at no extra cost to you.

International Shipping

Currently, we only ship within the **United Kingdom**. If you are outside the UK and desperately want to support us, please get in touch and we will see what we can do!

Need Help?

If you have any questions about your order, our team is happy to help. **Email:** hello@dementiadisco.org. **Response Time:** We aim to reply to all queries within 48 hours.