

Payment options

- Stripe (our preferred method for taking card payments)
- Paypal

Postal Service

Orders will be sent with a courier company or Royal Mail. This is a signed for service taking 2-3 days from dispatch from our warehouse. We will endeavour to produce your personalised items within 3 days of you joining the 12in12 community.

Goods will be dispatched Monday – Friday only (excluding UK Bank Holidays).

Over the Christmas period parcels may take longer than the stated delivery time.

If you feel your item is taking too long to reach you, please contact us so we can investigate and find out if there is a reason.

If a delivery attempt is made and you fail to rearrange or collect your item from the sorting office and its subsequently returned to us, you will be responsible for paying postage for your order(s) to be resent to you.

It is your responsibility to ensure that the delivery address you provide for any order you place is correct. If you provide the wrong address at checkout you remain liable for this. If the parcel is returned to us, you will be responsible for paying postage again. If you provide an incorrect delivery address, your order(s) will not be sent, and refunds will not be issued until the parcel is returned back to our Distribution Centre.

Contact and Returns

Our Customer Service Team is available weekdays UK time 9.00am - 5.00pm by e-mail at keepactive@12in12.uk or by phone on 0113 391 0073

Our Returns Policy can be found [here](#).