

G(ENDER) SWAP BINDER SCHEME FAQ

Please read all of these before messaging.

Before Applying:

Do I need to know my measurements?

Please measure yourself using the GC2B measuring guide before applying. We advise you to measure yourself at least THREE TIMES to get accurate measurements. If your measurements sit between two sizes, we advise you to go for the larger size for your safety. If you are unsure or do not know your measurements please indicate so on the form.

Do you help with measurements?

Yes, we will send you information via e-mail on how to measure yourself.

I live outside of the UK/Ireland- can I apply for a binder?

This binder scheme is only available to folks residing in the UK or Ireland. If you reside outside of these two regions, please contact your local LGBT organisation to find out if they are running a similar scheme. North American applicants please apply at Point of Pride.

How old do I have to be to apply for a free binder?

Due to health and safety issues, we can only provide binders to folks who are 16+

I am under 16 years of age and have owned a binder before- can I apply?

No, we cannot allocate binders to anyone under this age.

I am the parent of a trans person under 16 years of age and would like to request a binder for them- can I apply on behalf of my child?

G(end)er Swap cannot provide binders to individuals under 16 years of age, even with parental consent. We operate under a strict health and safety policy to ensure that young trans people are binding safely.

I want to order a binder for me and my friend- is this possible?

We can only allocate binders to you as an individual. This ensures that binders are being allocated to the right age group and that we are providing the right sizes/style for the individual.

Can I apply for more than one binder?

No. Our stock is limited and we have a high volume of applicants on our waitlist. Due to this, any applications after your first will be immediately disregarded. Please only apply for one binder.

About the Binders:

Are the binders you provide second hand?

The GC2B binders we send out are excess stock sent to us from GC2B with some being returns or exchanges. About 95% of the stock is brand new with tags. Occasionally a binder won't have a tag or may have some minor deodorant stains on them. However, for the most part, they are brand new.

Are the binders fragrance-free?

The majority of binders are brand new and fragrance-free. Binders sent to us that have traces of perfume or smoke are washed before we send them to you.

Personal Information and Privacy:

Why do you prioritise applicants who are Black/POC?

Black trans folks and trans folks of colour usually face more barriers to accessing transitional resources. We want to ensure that QTBIPOC are able to securely receive our services.

Why do you ask for my gender identity on the application form?

We are monitoring the identities that we are helping with the binder scheme to ensure that our services are reaching everyone that we possibly can.

Why do you ask if I am disabled or have a long term illness?

G(end)er Swap and GC2B want to ensure that our services are intersectional and supporting various experiences/identities within our community. Having an understanding of who we are reaching means that we can make sure we are helping folks the best we can.

What do you mean when you say that you store my information for purposes related to the binder scheme?

We ask for your consent to store your name, contact details and binder size/colour requests on our system so we can contact you when a binder comes in. This information is only stored for purposes of the scheme and isn't shared with any third parties. Your details will be stored for up to one month to allow for exchanges. We need your consent in order to keep you on the wait list.

Post-Application and Shipping:

I applied for a binder - now what?

We will get back to you with either a binder allocation or a notice that you have been placed on our waitlist. Please wait for this email correspondence before contacting us. This can take anywhere from 2-4 weeks.

I applied for a binder and realised I made a mistake on my application form- can I fix this?

Yes, the application form can be edited after you have submitted it. You can access the form via the confirmation email.

How long will it take to receive a binder once I have submitted my application?

This will depend on the length of the current waitlist and the sizes/styles we have in stock. Wait times can be as little as one week to more than one month. We apologise in advance for any inconvenience.

I received an email about a binder allocation but accidentally missed it. Now what?

Due to the high volume of applicants, if we have not heard from you within a week we will have to re-allocate your binder to the next person in line. You will receive one email reminding you to respond within the time frame following our initial email to you.

How long does it take for my binder to be shipped after my allocation and confirmation?

Due to the current COVID-19 pandemic, it takes us two to four weeks to ship out binders.

Am I pick up my binder in person?

At this time all binders are sent via post to ensure everyone's safety. In the future, we will be doing binder pop-ups.

Do I need to pay for postage?

No. G(end)er Swap covers postage fees. We do operate entirely on donations, so if you would like to donate to postage fees you can via our Paypal: [PayPal.me/genderswap](https://www.paypal.com/uk/microsite/genderswap)

My friend applied after me but got a binder before me- why is that?

This may depend on our current stock for certain colours or sizes. We will also prioritise applicants who are Black or POC.

I am not out to my parents and worried about receiving mail. What does the parcel look like?

All of our packages are discreet and sent in bright orange plain plastic packaging, with our initials on the package (i.e, gc2b x gs). We can address the parcel to any name you provide.

I don't have an address- can I get it delivered to a friend or family member?

Yes. We now need to receive an email with your friend/relative consenting to this and to confirm your binder size, style and colour. This procedure is in place to ensure that the binder gets to you safely.

I have given my address to multiple people to use for binder shipments- is this okay?

Yes, this is okay. However, effective from 1 September 2020, we need a list of names with their allocated binder size and style that you are expecting to receive on their behalf. This is to ensure that the binders are getting to each individual safely.

I entered a G(end)er Swap binder giveaway contest for individuals living in the UK/Ireland but I am not currently residing in the UK or Ireland. Can I still receive the binder?

No. G(end)er Swap reserves the right to re-assign the binder win to an individual living in the respective region. Please ensure you read the giveaway contest eligibility requirements before entering.

I received my binder but it doesn't fit- can I exchange it?

G(end)er Swap can only accommodate exchanges in rare circumstances, due to stock limitations and wait list requests. Our team is too small to be able to facilitate a high volume of exchanges. To avoid this, we highly recommend you measure yourself **THREE TIMES** accurately before applying for/confirming your binder allocation.

Other Questions:

If I have a question about the free binder scheme - who do I contact?

If this question is NOT answered in the FAQ, please contact G(end)er Swap at binderscheme@genderswap.org

How long will you take to reply to my email?

We are a VERY small team and receive a high volume of emails. Please wait at 48 -72 hours for a response. Questions that are answered in the FAQ will NOT receive responses, due to the high volume of messages we already receive.

I want to provide feedback about my experience with G(end)er Swap in obtaining a free binder- where can I do that?

Please email us once you receive your binder so we can send you a feedback form.

I have a binder I would like to donate- can I send it to you?

Thanks for thinking of us! Please post your binder (and any clothes you want to give away) in our G(end)er Swap n' Shop Facebook group. We ask that individuals requesting the binder/clothes pay you for the postage.

I have a brand new binder that I would like to sell. Can I sell it on your FB group?

We do not allow the sales of any binders/clothing items/cosmetics. This is to ensure maximum accessibility and support for trans folks.

Thank you for taking the time to read our FAQ, we hope this helps!