

THE G(ENDER)ER SHOP FAQ

Welcome to the first one stop online shop for trans folks in the UK. Please read thoroughly!

PRODUCTS

What do you stock?

We stock transitional items, self care items and G(end)er Swap merchandise.

Does stock change?

We will expand our shop to include more transitional items. For example, transitional items for trans feminine folks. We will also be listing affordable and creative clothes and accessories.

Where can I hear about newly listed items?

Please subscribe to our e-newsletter on our website: www.genderswap.org

Can I request for certain products to be sold?

Yes, we do take requests into account however we can't guarantee we can get them in stock. It will depend on our collaborations and financial capacity to order specific items in.

Can I back order products or be put on a reserve list?

No, you will have to check back to see if the item is restocked. We are too small of a team to hold a reserve list.

REFUND/EXCHANGE POLICY

Do you do refunds/exchanges?

We do not provide refunds or exchanges. Our team is too small to facilitate this. Measuring guides for binders, a YouTube video on how to load Joey packing pouches, and all product flaws are listed in the product descriptions on our online shop.

What do I do with the item I cannot return/exchange?

If something doesn't fit, please post in our [Facebook clothing page](#) where folks can make use of items. Anyone who would like your item should reimburse you for postage.

My binder has no tag on it, why?

Our binders are donations from GC2B. Most of them are new and some of them are warehouse returns which means the product may have been worn once or twice before being returned. The product is still like new.

PURCHASES/SHIPPING

How much is shipping?

Shipping is free for most products. If not, shipping prices are listed at check out and include post and packaging costs.

Will I get an email confirmation when my products are sent?

Yes, you will receive an email confirmation when your order has been fulfilled and is ready to be sent out. PLEASE DO NOT email us after you purchase something asking when you will get your product.

Where do you ship to?

We ship to folks in the UK ONLY.

I am from outside of the UK and placed an order, now what?

We do not refund non-UK customers. We handle your order as a donation to our PayPal to support operational costs. We lose money by refunding you.

Why do you not ship to the EU?

Due to Brexit, the administrative work has increased for shipping outside of the UK. Postage costs have also increased. We cannot afford this.

When do you ship?

We ship on Mondays ONLY. This is subject to change depending on bank holidays and team availability. We have only one person managing orders so please be patient. All changes to shipping times will be announced via e-newsletter or on social media.

When is the purchasing cut off to get my item delivered on a Monday?

The previous Friday at 12pm.

How long does it take for shipments to arrive?

Items are shipped via Royal Mail (second class, standard) and take 2-3 business days to arrive. We will be switching to Hermes later on.

Where is my tracking number?

We use Royal Mail Drop and Go services which means we drop off our parcels in bulk and do not receive a tracking number for each individual parcel.

My parcel is lost, what now?

If it has taken more than 7 days for your parcel to arrive it may be lost. Please contact us and we will try our best to track it down. You may be asked to re-order depending on the nature of the delivery/purchasing circumstances.

PACKAGING

Is the packaging discreet?

Yes, all items arrive in a plain/opaque plastic orange envelope. The sender is marked as "GS" for your safety.

Can I request what name to address the parcel to?

Yes, please put any details in the "special request" box at check out.

Do you include any leaflets?

Yes, a G(end)er Swap leaflet or business card will be included. You can request for these not to be included at checkout.

Is the packaging eco-friendly?

No, we are currently using plastic packaging. We are working on switching to eco-friendly packaging when our budget allows for it.

PAYMENTS

How can I pay?

You can pay at the checkout section of our online shop. PayPal is the only method of payment to ensure secure purchasing for both the customer and organisation.

Will I receive payment confirmation?

Yes, PayPal always sends out a confirmation statement after your purchase. This is required by law. We can see payment confirmations from our account.

I didn't receive a payment confirmation, now what?

Please open a case with PayPal as this is out of our control.

Can I pay with another method?

No, PayPal only.

Where does my 10 donation go for binders?

We use your donation to support our post and packaging costs, operational costs for running the shop as well as supplying leaflets to send out to trans folks with important info on binding. We do not make any profit from your donations.

SHOP HOURS

When can I make purchases?

Anytime. Please see information on delivery days above.

Is there someone to help me with my purchase at any time?

You can click the chat icon on our website to ask a question. We operate between 10am-5 pm on weekdays. We do not reply on weekends. We take up to 2 business days to reply due to a high volume of queries.

KEEP UP TO DATE/ GET SUPPORT

Where can I hear of updates to the shop?

Follow us and subscribe! Subscribe to our e-newsletter: www.genderswap.org. Follow us on socials (Instagram, Tik Tok, Twitter): @genderswap_

Where do I get help for binder sizing?

You can watch our YouTube video [HERE](#)

Follow the GC2B Sizing Guide [HERE](#)

My query hasn't been answered, who can I contact?

info@genderswap.org