

Queer The Norm

Refund Policy

Last updated: February 2026

This Refund Policy outlines how refunds, exchanges, and cancellations are handled for products and services purchased through our website and associated brands.

By placing an order or booking an event, you agree to the terms outlined below.

1. Print-on-Demand Merchandise (Inkthreadable Products)

All physical merchandise sold through our online store is produced using a print-on-demand fulfilment partner (Inkthreadable). Each item is made specifically to order.

1.1 Change of Mind

Because products are custom printed upon purchase, we are unable to offer refunds or exchanges for:

- Incorrect size selection
- Change of mind
- Accidental orders
- Preference changes after purchase

Please check sizing guides carefully before ordering.

1.2 Damaged, Faulty, or Incorrect Items

If your item arrives:

- Damaged
- Faulty
- Misprinted
- Incorrect compared to your order

you may be eligible for a replacement or refund.

To request this, please contact us within 14 days of delivery and include:

- Order number
- Description of the issue
- Clear photographs showing the problem

Where verified, we will arrange:

- A replacement item, or
- A refund where replacement is not possible

Refunds cannot be issued without photographic evidence.

1.3 Delivery Issues

We are not responsible for delivery delays caused by:

- Courier services
- Customs processing
- Incorrect delivery information provided at checkout

If an item is lost in transit, we will work with our fulfilment partner to investigate before issuing any replacement.

2. Live Events, Workshops, and Ticketed Experiences

This applies to tickets, performances, workshops, training sessions, consultations, and live entertainment experiences delivered in person or online.

2.1 Ticket Purchases

All ticket sales are non-refundable unless:

- The event is cancelled by us, or
- The event is significantly rescheduled and you cannot attend the new date.

If an event is cancelled, ticket holders will be offered:

- A full refund, or
 - Transfer to a future event (where applicable).
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2.2 Customer Cancellation

If you can no longer attend an event:

- Tickets may be transferred to another attendee where permitted.
 - Refunds are not provided for non-attendance.
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2.3 Event Changes

We reserve the right to make reasonable changes to:

- Venue
- Timing
- Line-up
- Format
- Hosts or performers

Such changes do not constitute grounds for refund.

3. Private Bookings and Corporate Events

This applies to privately contracted performances, workshops, facilitation sessions, and entertainment bookings.

3.1 Deposits

All booking deposits are non-refundable, as they secure event dates and preparation time.

3.2 Client Cancellation

Where a client cancels:

- More than 30 days before the event: deposit retained.
 - 14 to 30 days before the event: 50 percent of total booking fee payable.
 - Less than 14 days before the event: 100 percent of booking fee payable.
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3.3 Rescheduling

We will make reasonable efforts to reschedule bookings where notice is given.

Rescheduling is subject to availability and cannot be guaranteed.

4. Digital Products and Online Training

Where digital content, recordings, or online training access is provided:

- Purchases are non-refundable once access has been granted.
- Refunds may be considered only where technical access cannot reasonably be provided.

5. Refund Processing

Approved refunds will be issued to the original payment method where possible.

Please allow:

- Up to 10 working days for processing once approved
 - Additional time depending on your payment provider
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6. Contact

For refund or order enquiries, please contact:

Email: hello@queerthenorm.com

Website: queerthenorm.com/refunds

7. Consumer Rights

Nothing in this policy affects your statutory rights under UK consumer protection law.