Printstrap

Complaints

Effective from 14 November 2026. This document forms part of the Terms of sale of the Printstrap store. The Seller is P.P.H.U. Janusz Ciosek WIELKA REKLAMA, ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, tax ID (NIP) 832-000-27-20 (details in the "Seller information" document).

A. Consumers and entrepreneurs with consumer rights

1. What we are liable for

1. We are liable for the conformity of the product with the contract under the Polish Consumer Rights Act (Article 43a et seq.).
2. We are liable for any lack of conformity that existed when the product was delivered and became apparent within 2 years of that time. A lack of conformity that becomes apparent within this period is presumed to have existed at the time of delivery, unless we prove otherwise.
3. We apply the same rules to a sole trader for whom the contract is not of a professional nature (Article 7aa of the Polish Consumer Rights Act).
4. Complaints also apply to personalised products. A personalised product conforms to the contract if it matches the order and the approved design. An error in content that was in the file or design you approved is not a lack of conformity of the product with the contract.

2. How to submit a complaint

1. Send your complaint:
   - by e-mail to info@printstrap.com,
   - through the contact form on the Contact (https://printstrap.com/en/quote) page,
   - by post to: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland.
2. If possible, please include: the order number, a description of the problem and when you noticed it, photos of the product and packaging, and what you request (repair, replacement, price reduction or withdrawal from the contract). You may use the model at the end of this document.
3. Do not send the product back before contacting us. We will tell you whether this is necessary and arrange collection at our expense.

3. Your rights

1. If the product does not conform to the contract, you may request its repair or replacement.
2. We may replace the product when you request repair, or repair it when you request replacement, if the method you chose is impossible or would involve disproportionate costs for us. We may also refuse both if they are impossible or would involve disproportionate costs.
3. You may make a statement of price reduction or withdrawal from the contract if:
   - we have refused or failed to repair or replace the product,
   - the lack of conformity persists despite repair or replacement,
   - the lack of conformity is so serious that it justifies a price reduction or withdrawal from the contract without prior repair or replacement,
   - it is clear from our statement or the circumstances that we will not bring the product into conformity with the contract within a reasonable time or without significant inconvenience.
4. You may not withdraw from the contract if the lack of conformity is minor.
5. We carry out repair or replacement within a reasonable time and at our expense. We cover the cost of collecting and re-delivering the product.
6. Any amount due as a result of a price reduction or withdrawal from the contract is refunded without delay, no later than 14 days after we receive your statement.

4. Our reply to the complaint

1. We reply to a complaint within 14 days of receiving it, by e-mail or by post.
2. If we do not reply within this period, the complaint is deemed accepted.
3. If we do not accept the complaint, our reply will inform you about the possibility of out-of-court dispute resolution and whether we agree to take part in such a procedure.

5. Damage in transit

Please check the parcel on delivery. If the packaging is damaged, draw up a damage report with the courier and take photos. This helps us resolve the matter quickly, but it is not a condition for a complaint to be accepted.

6. Manufacturer's guarantee

We do not provide a separate guarantee. If a manufacturer's guarantee is enclosed with the product, you may use it on the terms of the guarantee document. A guarantee does not exclude, limit or suspend your rights in respect of a lack of conformity of the product with the contract.

7. Out-of-court dispute resolution

You may seek help from a municipal or district consumer ombudsman, consumer organisations or a permanent consumer arbitration court at a regional Trade Inspection office in Poland (polubowne.uokik.gov.pl). Consumers from other EU countries may contact the European Consumer Centre in their country.

B. Business customers

1. This part applies to companies, public bodies, agencies and wholesale buyers that are not entrepreneurs with consumer rights.
2. Statutory warranty liability for defects (rękojmia) is excluded (Article 558 § 1 of the Polish Civil Code). We handle complaints under the contractual procedure below.
3. Inspect the product without delay after delivery. Report quantity shortages and visible defects within 5 business days of delivery, and hidden defects within 14 days of their discovery, but no later than 12 months after delivery.
4. Send your report to info@printstrap.com with the order number, a description of the defect and photos. At our request, make the product or a sample of it available for inspection.
5. We reply within 7 business days of receiving a complete report.
6. If we accept the complaint, we will, at our discretion, replace or repair the product, make it again, reduce the price or refund the payment for the defective part of the order.
7. Our liability is limited in accordance with § 12(4) of the Terms. Also report transport damage to the carrier in a damage report on delivery.
8. For public procurement, the provisions of the procurement contract prevail if they regulate complaints differently.

Model complaint (optional)

To: P.P.H.U. Janusz Ciosek WIELKA REKLAMA (Printstrap store), ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, info@printstrap.com

Name / company name: .....

Address and e-mail: .....

Order number and delivery date: .....

Product concerned: .....

Description of the lack of conformity and date it was noticed: .....

Request (repair / replacement / price reduction by ..... / withdrawal from the contract): .....

Attachments (e.g. photos): .....

Date and signature (for paper version): .....