Printstrap

Returns and withdrawal

Effective from 21 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).

1. Who may withdraw from the contract

1. The right to withdraw from a distance contract is available to:
   - a consumer,
   - a sole trader for whom the contract is not of a professional nature (entrepreneur with consumer rights, Article 7aa of the Polish Consumer Rights Act).
2. Companies, public bodies, agencies and wholesale buyers do not have this right. Returns are possible for them only with the Seller's consent (section 8).

2. Period

1. You have 14 days to withdraw from the contract without giving any reason.
2. The period runs from the day on which you, or a person designated by you other than the carrier, took possession of the product. Where an order includes several products delivered separately, the period runs from delivery of the last of them.
3. To meet the deadline, it is enough to send your statement before the period expires.

3. How to withdraw

1. Send us a clear statement of withdrawal from the contract:
   - through the Withdraw from contract here (https://printstrap.com/en/legal/withdrawal) form — once you confirm, you will immediately receive an e-mail with the content of your statement and the date and time it was submitted,
   - by e-mail to info@printstrap.com,
   - through the contact form on the Contact (https://printstrap.com/en/quote) page,
   - by post to: Printstrap — P.P.H.U. Janusz Ciosek WIELKA REKLAMA, ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland.
2. You may use the model form at the end of this document (also as a PDF (https://printstrap.com/en/legal/withdrawal.pdf)), but you do not have to.
3. Please state the order number and the products concerned — this speeds up the refund.
4. If you send your statement by e-mail or through the form in the Store, we will confirm receipt by e-mail without delay.

4. When the right of withdrawal does not apply

1. The right of withdrawal does not apply to personalised products, i.e. non-prefabricated items made to your specifications or to meet your individual needs (Article 38(1)(3) of the Polish Consumer Rights Act). This applies in particular to:
   - products printed or otherwise branded from your file or to your design (e.g. lanyards, wristbands, key straps and neck gaiters with your logo, lettering or numbering),
   - products made to your individual order in a size, colour or material outside the Store's range.
2. We inform you that a product is personalised and not subject to withdrawal before you place the order, in particular at checkout. Unprinted products from the Store's range are subject to withdrawal even if you chose their colour, width or accessories from the variants available in the Store.
3. If, under a single contract, you bought an unprinted product (e.g. plain lanyards) and a personalised product (e.g. lanyards with your logo), you may withdraw from the contract as regards the unprinted product. We then refund its price stated in the order.
4. Before we start production, we will send you a proof for approval. Until you approve it, you may cancel the order for a personalised product — using the button on the order page or by e-mail — and we will refund the full amount paid, including the delivery cost, within 14 days (§ 8(6) of the Terms of sale).

5. Sending the product back

1. Send the product to: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, no later than 14 days after the day on which you withdrew from the contract. It is enough to send the parcel before this period expires.
2. You bear the direct cost of returning the product. If we book a courier or prepare a return label at your request, we will deduct the cost of that shipment, which we tell you in advance, from the amount refunded.
3. Our products can be returned as an ordinary postal or courier parcel. Customs clearance costs may apply to returns from outside the European Union (section 10).

4. Pack the product carefully, preferably in its original packaging, so that it is not damaged in transit.

6. Refunds

1. We refund all payments received, including the cost of delivery to you, within 14 days of receiving your statement of withdrawal.
2. The Store offers one delivery method, priced according to the rules in the "Delivery and payment" document, so we refund the delivery cost in full.
3. We make the refund using the same payment method you used, unless you expressly agree to another one. The refund does not involve any costs for you.
4. We may withhold the refund until we receive the product or proof that it has been sent back, whichever is earlier.
5. If you withdraw from part of an order, we refund the price of the returned products. The delivery cost is refunded if you withdraw from the contract in full.

7. Condition of the returned product

1. You may inspect and test the product as you would in a shop.
2. You are liable for any diminished value of the product resulting from handling beyond what is necessary to establish its nature, characteristics and functioning, e.g. wearing or use at an event, washing, soiling or damage.

8. Returns for businesses

1. Business customers do not have a statutory right of withdrawal.
2. Unprinted products that are unused and in their original packaging may be returned by arrangement with us at info@printstrap.com. For an agreed return, the business customer bears the transport costs in both directions. We deduct from the amount refunded the cost of delivery to the customer and the cost of return transport if we arrange it. We may also charge a handling fee, the amount of which we state when the return is agreed.
3. Personalised and made-to-order products cannot be returned. Until the proof is approved, a business may also cancel the order for a personalised product and receive a refund of the full amount paid (section 4(4)).

9. Withdrawal and complaints

Withdrawal from the contract does not concern product defects. If a product is damaged or does not match the order, please submit a complaint (see the Complaints (https://printstrap.com/en/legal/complaints) document). Complaints also apply to personalised products.

10. Returns from outside the European Union

1. If the product was delivered outside the European Union, sections 1–9 apply with the changes below, unless mandatory law of your country gives you more rights.
2. You bear the cost of sending the product back to Poland and the customs costs of the return (e.g. an export declaration in your country, carrier clearance fees), unless the law of your country provides otherwise.
3. Mark the parcel as returned goods and enclose a copy of our export invoice with the order number — this makes customs clearance easier when the goods re-enter the European Union.
4. Import duties, import taxes and clearance fees paid in your country on delivery are not payments made to us, so we cannot refund them. You can apply for a refund to the customs authority or the carrier in your country, if the law allows it.
5. We refund the price of the products and the delivery cost paid to us in accordance with section 6.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

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

I/We(*) hereby give notice that I/We(*) withdraw from my/our(*) contract of sale of the following goods(*) / for the supply of the following goods(*) / for the manufacture of the following goods(*) / for the provision of the following service(*):

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Order number (optional): .....

Ordered on(*) / received on(*): .....

Name of consumer(s): .....

Address of consumer(s): .....

Bank account for the refund (only if you want the refund by a method other than the original payment): .....

Signature of consumer(s) (only if this form is sent on paper): .....

Date: .....

(*) Delete as appropriate.