Printstrap

Delivery and payment

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).

Delivery

Where we deliver

- Poland and all other European Union countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
- You choose the delivery country in the Store. It determines the VAT rate, the delivery cost and the suggested currency (the currency of the delivery country where we support it, otherwise EUR or USD). You can change the currency in the page header.
- Selected countries outside the European Union — the list and the rules (duties, taxes, courier cost) are in the section "Delivery outside the European Union" below.
- Delivery to other countries can be agreed individually: info@printstrap.com. We do not ship to countries and territories subject to sanctions.

Lead time

Type of product — Dispatch
Printed or otherwise branded products (personalised) — after production, which takes the time shown with the product, counted from receipt of the payment and approval of the proof
Unprinted products marked as in stock — within 1–2 business days of the payment being received
Products with a different availability, orders based on a quotation and wholesale — within the time shown with the product, stated in the quotation or confirmed by us by e-mail before the contract is concluded

Business days are Monday to Friday, excluding public holidays in Poland. Personalised products are made and shipped directly to you by production plants in Poland that we work with; the sender of the parcel is Printstrap. Production starts only after the proof has been approved — until then you can cancel the order and receive a refund of the full amount paid.

Delivery time

Area — Delivery time after dispatch
Poland — usually 1–2 business days
other EU countries — usually 2–5 business days
countries outside the EU — usually 3–10 business days, plus customs clearance time

The delivery time depends on the carrier and is an estimate. Parcels are delivered by the courier companies we work with, and very large orders by pallet carriers. After dispatch you will receive an e-mail with the tracking number, if the carrier provides one.

Delivery costs

The delivery cost is calculated automatically based on the weight and dimensions of the parcel and the delivery country, and is charged separately, in addition to the price of the products. You see it in the cart and at checkout before placing the order — the cost shown at checkout is binding. We do not offer a free delivery threshold.

For delivery to Poland we apply the rates in the table below. For delivery to other EU countries we obtain a live quote from carriers based on the address and the weight and dimensions of the parcel; if such a quote is temporarily unavailable, we apply the rates in the table.

Shipping rates (net amounts):

Zone — Countries — up to 5 kg — up to 10 kg — up to 20 kg — up to 30 kg — surcharge per product longer than 150 cm — pallet (up to 700 kg)
PL — Poland — PLN 20 — PLN 22 — PLN 28 — PLN 36 — PLN 45 — PLN 260
EU 1 — Austria, Czechia, Germany, Lithuania, Slovakia — €12 — €15 — €19 — €24 — €18 — €240
EU 2 — Belgium, Denmark, Estonia, France, Hungary, Italy, Latvia, Luxembourg, the Netherlands, Slovenia — €14 — €18 — €23 — €29 —

€22 — €310

EU 3 — Bulgaria, Croatia, Cyprus, Finland, Greece, Ireland, Malta, Portugal, Romania, Spain, Sweden — €19 — €24 — €31 — €39 — €28 — €420

- VAT is added to the net rates at the same rate as for the products in the order. For delivery within Poland the gross rates are: PLN 24.60 (up to 5 kg), PLN 27.06 (up to 10 kg), PLN 34.44 (up to 20 kg), PLN 44.28 (up to 30 kg), surcharge per product longer than 150 cm PLN 55.35, pallet PLN 319.80.
- Orders heavier than 30 kg are split into several parcels. Each parcel is charged according to its weight.
- The oversize surcharge is charged for each unit of a product whose packaging has a side longer than 150 cm (not applicable to pallet shipments).
- Orders with a total weight above 250 kg are shipped on pallets. The cost is charged per pallet started, up to 700 kg each.
- If weight data is missing for a product, the delivery cost cannot be calculated automatically. Such an order requires confirmation: we send you the delivery cost by e-mail together with a proforma invoice, and we fulfil the order only after it has been paid (§ 5(4) of the Terms).
- For delivery outside the European Union we send you the courier cost by e-mail after you place the order, before payment (section "Delivery outside the European Union").

Delivery outside the European Union

We also ship to these countries outside the European Union:

- Europe: Albania, Andorra, Bosnia and Herzegovina, Iceland, Liechtenstein, Moldova, Montenegro, North Macedonia, Norway, Serbia, Switzerland, Turkey, Ukraine, the United Kingdom.
- Other countries: Australia, Bahrain, Canada, Hong Kong, Israel, Japan, Kuwait, Malaysia, Mexico, New Zealand, Oman, Qatar, Saudi Arabia, Singapore, South Africa, South Korea, Taiwan, Thailand, the United Arab Emirates, the United States.

Rules for these deliveries:

- Prices and invoice. Prices do not include VAT. We issue an export invoice at the 0% VAT rate (export of goods) and enclose it with the shipment.
- Courier cost. We quote the cost of delivery outside the EU after you place the order, usually within 1 business day. You pay nothing until then. You will receive an e-mail with the delivery cost, the total amount and a payment link (card online or bank transfer against a proforma invoice). If the cost does not suit you, simply do not pay — the contract is concluded only on payment (§ 5(4) of the Terms).
- Duties and taxes (DAP). We deliver DAP (Incoterms 2020). Import duties, import taxes (e.g. import VAT, GST) and customs clearance fees in the country of delivery are paid by the recipient, usually to the carrier on delivery or to the customs office. Their amount depends on the law of the country of delivery and on the type and value of the goods — they are not part of our price and we do not know them in advance. You can check the rates with the customs authority of your country before ordering.
- Customs clearance. Please provide the recipient's phone number and e-mail address. In some countries (e.g. Turkey, South Korea, Saudi Arabia, Mexico) customs clearance requires the recipient's tax or identification number — the carrier may ask for it.
- Delivery time. Usually 3–10 business days after dispatch, plus customs clearance time. We cannot speed up delays caused by the customs authorities.
- Refused delivery. If the recipient refuses the parcel or refuses to pay the customs charges, the parcel is returned to us. You then bear the cost of the return shipment and the fees charged by the carrier or the customs office, unless mandatory law of your country provides otherwise.
- United Kingdom and Norway. For these countries we currently accept orders from businesses only: select a business purchase at checkout and enter the company name and its VAT or company registration number.
- Switzerland. We also sell to consumers. Import VAT and clearance fees are collected by the carrier on delivery.
- Sanctions. We do not ship to Russia, Belarus, North Korea, Iran, Syria or Cuba, or to Crimea, Sevastopol or other territories of Ukraine not controlled by the Government of Ukraine. We check every address in Ukraine manually before accepting payment. If sanctions or export control rules do not allow us to fulfil an order, we cancel it and refund the full amount.
- Returns from outside the EU are described in the "Returns and withdrawal" document (section 10).

Pallet shipments

- Very large orders are shipped on pallets.
- The pallet carrier delivers the shipment to a place accessible to a truck, usually at ground level, without carrying it inside. Unloading and carrying inside are the recipient's responsibility.
- Please provide the recipient's phone number. The carrier usually arranges the delivery date by phone.

Receiving the shipment

- Check the parcel in the presence of the courier. If the packaging is damaged, draw up a damage report with the courier and take photos, then write to us at info@printstrap.com. For a consumer this is not a condition for a complaint to be accepted.
- If a parcel is returned to us because it was not collected, we will contact you to arrange re-delivery. If the parcel was not collected for reasons on your side (e.g. a wrong address, absence despite a delivery notice), you bear the cost of re-delivery at the rates above. In other cases we cover the re-delivery.

Delivery directly to your client

At checkout you can enter a delivery address different from the invoicing address, e.g. your client's address. The parcel contains no invoice, prices or promotional material — we send the invoice by e-mail to the person who placed the order. Markings required by law remain on the product and packaging, e.g. the details required by product safety legislation and safety instructions. Rules for agencies: § 15 of the Terms.

Payment

Payment methods

You see the methods available for your order at checkout before placing it. They depend on the delivery country, the currency and the order value.

Method	When it is available	Payment processed by
payment card (e.g. Visa, Mastercard), Apple Pay, Google Pay	orders in all currencies offered in the Store	Stripe Payments Europe, Ltd. (Ireland)
BLIK and instant bank transfer	orders in PLN with delivery to Poland	PayPro S.A. — Przelewy24 service (Poland)
traditional bank transfer against a proforma invoice (prepayment)	orders in PLN and EUR	—

- High-value orders (the threshold is shown in the cart) and orders requiring confirmation of the lead time or delivery cost are fulfilled only after prepayment by bank transfer against a proforma invoice. We accept bank transfers only in PLN and EUR, so if such an order is in another currency, we show its amounts in EUR (in PLN for delivery to Poland), unless it is paid by card as described below.
- Orders with delivery outside the European Union are paid after you receive the e-mail with the courier cost: by card via the link in the e-mail or — for orders in PLN or EUR — by bank transfer against a proforma invoice.
- Every order, including orders from businesses, agencies, wholesale customers and public bodies, is paid 100% before shipment. Deferred payment terms can be granted only to a business: after a positive decision on its trade credit application and the conclusion of a separate agreement, or where a contract concluded with a public body provides for them (§ 14 of the Terms).
- We do not accept cash on delivery.

Rules

- Prices are calculated in Polish zloty (PLN) for delivery to Poland and in euro (EUR) for delivery to other countries. You can see prices and pay in another currency — choose it in the page header. We convert prices at the National Bank of Poland (NBP) mid exchange rate of the date shown next to the currency selector, plus 2% to cover the currency conversion cost of the payment (3.5% for currencies of countries outside the European Economic Area; no surcharge for PLN and EUR); the amounts in the cart and at checkout are the amounts we charge. Consumers see gross prices, and businesses with a business account see net prices with VAT added. For delivery outside the European Union prices do not include VAT. If you pay with a card issued in a currency other than the currency of the order, the exchange rate for that conversion is set by the card issuer.
- Payment by card, BLIK or instant transfer is made immediately after placing the order. We start processing once the operator confirms the payment.
- For a traditional bank transfer, pay within 7 days of receiving the proforma invoice. The bank account number and payment reference are shown on the proforma invoice. We start processing once the payment has been received. We may cancel an order not paid within this period — we will inform you by e-mail.
- We do not store your card details. You enter them directly with the payment operator.
- Refunds are made using the same payment method you used, unless you expressly agree to another one.

Invoices

- For every paid order we issue a VAT invoice and send it by e-mail as a PDF.
- To receive an invoice in a company's name, select a business purchase at checkout and enter the company name and tax ID or EU VAT number. Invoices for businesses from Poland are issued in the Polish National e-Invoicing System (KSeF) in accordance with the law.
- Businesses from other EU countries that enter at checkout an EU VAT number from the country of delivery, confirmed automatically in the VIES system, buy at the 0% VAT rate (intra-Community supply of goods, reverse charge).

- Consumers from other EU countries are charged VAT at the rate applicable in the country of delivery where the rules on distance sales of goods require it. The rate and the amount of VAT are shown in the cart.
- For delivery outside the European Union we issue an export invoice at the 0% VAT rate (export of goods). Import duties and taxes in the country of delivery are paid by the recipient (section "Delivery outside the European Union").

Contact

info@printstrap.com · +48 455 455 460 · Mon–Fri 8:00–16:00 (Polish time)