

Returns & Withdrawals Policy – PrintNord

Last updated: May 25, 2025

We take pride in creating custom-made products designed just for you. This policy explains when returns and cancellations are accepted under EU law and PrintNord's practices.

1. Custom-Made Products

Nearly all PrintNord products are **customized** according to your individual specifications, including design, size, and color.

As such, **they are exempt from the standard right of withdrawal** under EU consumer protection law.

According to Directive 2011/83/EU, Article 16(c):

“The right of withdrawal does not apply to the supply of goods made to the consumer’s specifications or clearly personalized.”

This means:

- We cannot accept returns or cancellations once your order has been placed
- Please double-check your design and order details before confirming your purchase

2. Non-Customized Products

If you purchase a **non-customized, standard product** (for example, accessories or preprinted items we may offer in the future), your order is eligible for return and refund under the EU's **14-day right of withdrawal**.

To be eligible:

- You must notify us within **14 days of receiving the item**
- The product must be unused and returned in its original condition and packaging
- Return shipping costs are the customer's responsibility

Please contact **hello@printnord.com** before sending any return.

3. Damaged or Incorrect Items

If we made a mistake or the product arrives damaged, we will gladly **correct, replace, or refund** the item.

To report an issue:

- Contact us within **7 days of delivery**
- Include a clear description and photos of the defect or error

We aim to resolve such cases quickly and fairly.

4. Contact

If you have any questions about returns or cancellations, please email us:

hello@printnord.com