

Terms & Conditions PrintNord

Last updated: May 25, 2025

These Terms and Conditions govern your use of the PrintNord online store and your relationship with **Oy Rossi Ventures Ab**, the operator of the PrintNord brand.

By placing an order through PrintNord, you agree to the terms outlined below. Please read them carefully before purchasing.

1. Company Information

PrintNord is a trading name of:

Oy Rossi Ventures Ab

Business ID: 3533901-2

Katajasaarenkatu 6 A 4, 53900 Lappeenranta, Finland

Email: hello@printnord.com

2. Eligibility

To place an order, you must be at least 18 years old or have consent from a parent or legal guardian.

3. Custom Products & Right of Withdrawal

All products sold through PrintNord are **custom-made to customer specifications**. Under EU law (Directive 2011/83/EU, Article 16(c)), **custom products are exempt from the right of withdrawal**.

Accordingly, **orders cannot be cancelled or returned** once placed, except in cases of defects or errors caused by us.

4. Orders, Payment & VAT

We accept payments via major credit cards, Klarna (where supported), Apple Pay, and Google Pay.

All transactions are securely processed by certified third-party payment providers. We do not store your payment information.

Prices include VAT where applicable.

EU-based businesses eligible for **VAT-exempt orders** must contact us prior to ordering with valid company details and VAT ID. Such invoices are handled manually via email.

5. Shipping & Delivery

We ship to all EU countries and select EEA regions including **Norway, Iceland, Liechtenstein, and Switzerland**.

Shipping fees and delivery estimates are shown during checkout. Since all items are custom-made, production times may extend delivery beyond standard retail timelines. Once dispatched, you'll receive a tracking link via email.

6. Returns & Refunds

Because our products are personalized, **we do not accept returns** unless:

- The item is defective
- The wrong item was produced or shipped

Claims must be submitted within **7 days** of delivery and include a description and photos of the issue.

Approved refunds will be processed to your original payment method within **14 days**.

7. Intellectual Property & User Content

When uploading images, logos, taglines, or other design elements, you confirm that you own the rights or have received proper permission to use the material.

We reserve the right to **refuse or destroy** any order that includes copyrighted, offensive, or unauthorized content.

No refunds will be issued for content that violates third-party rights or ethical guidelines.

8. Product Quality & Accuracy

Every item is custom-printed using high-quality materials and professional-grade equipment.

Minor variations in color or placement may occur due to the nature of digital previews and manual production — these do not constitute defects.

9. Liability

We are not liable for indirect damages, loss of income, missed deadlines, or issues caused by unauthorized or inaccurate customer-uploaded content.

We are also not responsible for additional customs fees, taxes, or delays in countries like Norway or Switzerland.

10. Fraud & Misuse

We reserve the right to cancel or suspend orders suspected of fraud, copyright abuse, repeated policy violations, or misuse of our platform.

11. Data Privacy

Your personal data is handled in accordance with **GDPR** and applicable privacy laws. See our Privacy Policy for full details on data collection, storage, legal bases, and your rights.

12. Governing Law & Jurisdiction

These Terms are governed by the laws of **Finland**. Any legal disputes will be resolved exclusively in the:

South Karelia District Court, Finland.

13. Changes to These Terms

We may update these Terms from time to time. The latest version is always available at printnord.com. Continued use of the site constitutes acceptance of any changes.

Questions?

Feel free to contact us anytime at hello@printnord.com