FabbyPrints

Complaints

Effective from 14 November 2026. This document forms part of the Terms of sale of the FabbyPrints shop. 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 defective print in short

If your print arrived cracked, delaminated, with a missing section, in a different colour or material from the one ordered, or with dimensions outside the tolerance, write to us and attach photos. At your choice, we will print it again at our cost or refund your money for the defective product. Photos are usually enough and you do not need to send anything back.

A. Consumers and sole traders with consumer rights

1. What we are responsible 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 becomes apparent within 2 years of that time. A lack of conformity that becomes apparent within this period is presumed to have existed at delivery, unless we prove otherwise.
3. The same rules apply to sole traders who are natural persons and for whom the contract is not of a professional nature (Article 7aa of the Polish Consumer Rights Act).
4. You can make a complaint about catalogue products and custom prints alike (from your file, to your design or with personalisation).

2. What is a defect and what is a feature of 3D printing

1. A lack of conformity includes in particular: a crack, delamination (layers coming apart), a missing or incompletely printed section, distortion, damage in transit, a different material or colour from the one ordered, a different number of items, and dimensions outside the tolerance described below.
2. FDM 3D prints are built layer by layer. Features typical of this technology are not defects (§ 5 of the Terms):
   - layers and fine lines visible on the surface at close range,
   - support marks, a seam where a layer starts and a different surface texture where the print touched the print bed,
   - slight differences in shade between filament batches, compared with the colour on screen and where colours meet,
   - dimensional differences within a tolerance of about ±0.5% of the dimension, but not less than ±0.5 mm.
3. For prints from your file, the print conforms to the contract as regards shape and dimensions if it matches the file and the parameters ordered. Features resulting from the file itself (e.g. a wrong dimension in the model, poor fit with another part, walls that are too thin and that you accepted despite our comment) are not a lack of conformity of the product with the contract (§ 7(6) of the Terms).
4. Wear and damage resulting from use contrary to the product description are not defects, e.g. deformation of a PLA print at high temperatures, washing in a dishwasher, overloading, or painting and post-processing.
5. These rules do not limit your rights where the product does not match its description or is not fit for the purposes for which it would normally be used.

3. How to make a complaint

1. Send your complaint:
   - by e-mail to office@fabbyprints.com,
   - through the contact form on the Contact (https://fabbyprints.com/en/contact) page,
   - by post to: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland.
2. If you can, include: the order number, a description of the problem and when you noticed it, photos of the print (close-up and whole) and the packaging, and what you are asking for. You can use the model at the end of this document.
3. Do not send the product back before contacting us. Photos are usually enough. If we need the print for inspection, we will tell you and arrange collection at our cost.

4. Your rights

1. If a print has a manufacturing defect, at your choice we will print it again at our cost or refund your money for the defective product (and, if the whole order is defective, the delivery cost too). We ship the reprint at our cost.

2. Your statutory rights apply in addition. If the product does not conform to the contract, you can ask for it to be repaired or replaced (for prints, replacement usually means a reprint).
3. We may replace the product when you ask for repair, or repair it when you ask for replacement, if the option you chose is impossible or would cost us disproportionately. We may also refuse both if they are impossible or would cost us disproportionately.
4. You can declare a price reduction or withdraw 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 without prior repair or replacement,
   - our statement or the circumstances make it clear that we will not bring the product into conformity within a reasonable time or without significant inconvenience.
5. You cannot withdraw from the contract if the lack of conformity is minor.
6. We carry out repair, replacement or a reprint within a reasonable time and at our cost. We cover the cost of collecting and redelivering the product.
7. We pay any amount due for a refund, price reduction or withdrawal promptly, no later than 14 days after accepting the complaint or receiving your statement, using the same payment method, unless we agree another.

5. Our reply

1. We reply to complaints within 14 days of receipt, by e-mail or 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 tell you about out-of-court dispute resolution and whether we agree to take part in it.

6. Damage in transit

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

7. Guarantee

We do not give a guarantee within the meaning of the Polish Civil Code. The “reprint or refund” approach in section 4(1) is how we handle complaints. It does not exclude, limit or suspend your rights in respect of a lack of conformity of the product with the contract.

8. Out-of-court dispute resolution

You can get help from a municipal or district consumer ombudsman, consumer organisations or the permanent consumer arbitration court at the regional inspectorate of the Trade Inspection (polubowne.uokik.gov.pl). Consumers from other EU countries can 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 sole traders with consumer rights.
2. Liability under the statutory warranty 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 promptly after delivery. Report quantity shortfalls and visible defects within 5 working days of delivery, and hidden defects within 14 days of discovering them, but no later than 12 months after delivery.
4. Send your report to office@fabbyprints.com with the order number, a description of the defect, the number of defective items and photos. At our request, make the product or a sample available for inspection.
5. We reply within 7 working days of receiving a complete report.
6. If we accept the complaint, we will, at our choice, reprint the defective items, reduce the price or refund the payment for the defective part of the order.
7. The features of FDM technology described in part A, section 2(2), and features resulting from the file or an approved sample are not defects. For series made to an approved sample, we compare the prints with that sample.
8. Our liability is limited in accordance with § 14(4) of the Terms. Also report damage in transit to the carrier in a damage report on delivery.
9. For public procurement, the provisions of the public contract take precedence if they deal with complaints differently.

Model complaint form (optional)

To: P.P.H.U. Janusz Ciosek WIELKA REKLAMA (FabbyPrints shop), ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, office@fabbyprints.com

Name / company name: .....

Address and e-mail: .....

Order number and delivery date: .....

Product concerned and number of items: .....

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

Request (reprint / refund / repair / price reduction of ..... / withdrawal from the contract): .....

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

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