FabbyPrints

Returns and withdrawal

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).

1. Who can withdraw from the contract

1. The right to withdraw from a distance contract is available to:
   - consumers,
   - sole traders who are natural persons and for whom the contract is not of a professional nature (sole traders 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. What the right of withdrawal covers

1. The right of withdrawal covers catalogue products, i.e. ready-made designs from our catalogue bought in a variant chosen from the options listed for the product (e.g. colour, size). It applies even though we print the product only after the order is placed.
2. The right of withdrawal does not apply to custom prints, i.e. goods made to your specifications or clearly personalised (Article 16(c) of Directive 2011/83/EU; Article 38(1)(3) of the Polish Consumer Rights Act). This applies in particular to:
   - prints from a file you sent us (STL, 3MF, OBJ, STEP and others), including a model you pointed to on MakerWorld,
   - prints to your design, photo, sketch or dimensions,
   - products with your name, logo or other personalisation,
   - products in a colour, material or size outside the options listed for the product, made at your request.
3. We tell you that an item is a custom print and is not covered by the right of withdrawal before you place the order: in the calculator or the quote, in the basket and at checkout.
4. If you bought catalogue products and custom prints in one order, you can withdraw from the contract for the catalogue products. We then refund their price as stated in the order.
5. The absence of a right of withdrawal does not limit complaints. If a custom print is defective, you have the rights described in Complaints (https://fabbyprints.com/en/legal/complaints).

3. Time limit

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 you designate other than the carrier, take physical 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.

4. How to withdraw

1. Send us a clear statement that you are withdrawing from the contract:
   - through the form Withdraw from the contract here (https://fabbyprints.com/en/legal/withdrawal) — 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 office@fabbyprints.com,
   - through the contact form on the Contact (https://fabbyprints.com/en/contact) page,
   - by post to: FabbyPrints — P.P.H.U. Janusz Ciosek WIELKA REKLAMA, ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland.
2. You can use the model form at the end of this document (also as a PDF (https://fabbyprints.com/en/legal/withdrawal.pdf)), but you do not have to.
3. Please give the order number and the products concerned — this will speed up your refund.
4. If you send your statement by e-mail or through a form in the Shop, we will promptly confirm receipt by e-mail.

5. Sending the product back

1. Send the product to: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, no later than 14 days from the day 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. It depends on the rates of the carrier you choose.
3. Pack the product carefully, preferably in its original packaging. Protect delicate parts (e.g. thin wings or the moving joints of

figurines) from being crushed.

6. Refund

1. We refund all payments received, including the cost of delivery to you, within 14 days of receiving your withdrawal statement.
2. If you chose a delivery method more expensive than the cheapest standard delivery method offered in the Shop, we do not refund the extra cost above the cheapest method.
3. We refund using the same payment method you used, unless you expressly agree to another. The refund costs you nothing.
4. We may withhold the refund until we receive the product or proof that it has been sent back, whichever comes first.
5. If you withdraw from part of the order, we refund the price of the products returned. We refund the delivery cost if you withdraw from the whole contract.

7. Condition of the returned product

1. You may inspect and check the product as you would in a shop.
2. You are liable for any reduction in the value of the product resulting from handling it beyond what is necessary to establish its nature, characteristics and functioning, e.g. painting, gluing, sanding, drilling, permanent mounting or damage.

8. Returns for businesses

1. Business customers have no statutory right of withdrawal.
2. Unused catalogue products in their original packaging may be returned by agreement with us at office@fabbyprints.com. Terms, including any handling fee and transport costs, are agreed individually.
3. Custom prints, series and personalised products cannot be returned.

9. Withdrawal and complaints

Withdrawal from the contract is not about defects. If a print is damaged or does not match your order, make a complaint (see Complaints (https://fabbyprints.com/en/legal/complaints)) — we will print it again or refund your money. Complaints also apply to custom prints.

10. Returns from outside the European Union

1. If the product was delivered outside the European Union, the rules in sections 1–9 apply with the changes below, unless mandatory provisions of your country give you more rights.
2. You bear the cost of returning the product to Poland and any customs clearance costs on 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 clearance easier when the goods re-enter the European Union.
4. Customs duties, import taxes and clearance fees paid in your country on delivery are not payments to us, so we cannot refund them. You may claim them back from the customs office or carrier in your country, if the rules allow.
5. We refund the price of the products and the delivery cost paid to us as set out in 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 (FabbyPrints shop)
ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland
e-mail: office@fabbyprints.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.