FabbyPrints

Delivery and payment

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).

Delivery

Where we ship

- Poland and all other European Union countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
- Selected countries outside the European Union — the list and rules (customs, taxes, courier cost) are in "Delivery outside the European Union" below.
- You choose the delivery country in the Shop. It determines the VAT rate, the delivery cost and the currency we suggest. You can change the currency in the page header.
- Delivery to other countries can be agreed individually: office@fabbyprints.com. We do not ship to countries or territories subject to sanctions.

Lead times

We print every product in our studio in Wieluń after the order is placed. Lead times run from when the payment is received.

Type of order — Dispatch
Catalogue products — within 2–5 working days; the exact time is shown on the product page
Prints from your file (calculator) — within the lead time for the turnaround chosen in the calculator — you see the lead time and dispatch date before adding the item to the basket
Prints that need a technologist's check — within the time confirmed by e-mail together with the price (§ 7(4) of the Terms)
Custom quotes, series and wholesale — within the time stated in the quote

Working days are Monday to Friday, excluding public holidays in Poland. An order with several items is usually dispatched in one parcel once all items are ready.

Pre-orders. You can order and pay straight away for a product marked as available from a stated date — on the product page, in the basket and at checkout we then show that you pay in advance and the date from which we will dispatch the product, and at checkout we ask you to confirm this. If the date is delayed, we will write to you with a new date; you can then cancel the order and we will refund the full payment within 14 days (§ 6(7) of the Terms).

Delivery times

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

Delivery times depend on the carrier and are estimates. Parcels are delivered by the courier companies we work with. If delivery to a parcel locker or pick-up point is available at checkout, you can choose it. After dispatch you will receive an e-mail with the tracking number, if the carrier provides one.

Delivery costs

We calculate the delivery cost automatically from the weight and dimensions of the products and the delivery country. You see it in the basket and at checkout before placing the order — the cost shown at checkout is binding.

Parcel rates (net amounts):

Zone — Countries — up to 5 kg — up to 10 kg — up to 30 kg — surcharge per item longer than 150 cm — pallet (up to 700 kg)
PL — Poland — PLN 16.26 — PLN 22.76 — PLN 32.52 — PLN 45 — PLN 260
EU — other European Union countries — €15.30 — €19.90 — €29.90 — €28 — €420

- VAT is added to the net rates at the same rate as for the products in the order. For delivery in Poland the gross rates are: PLN 20.00 (up to 5 kg), PLN 27.99 (up to 10 kg), PLN 40.00 (up to 30 kg), surcharge per item longer than 150 cm PLN 55.35, pallet PLN 319.80.
- If a product has no weight data, we use 0.3 kg per item to calculate the delivery cost.
- Orders heavier than 30 kg are split into several parcels. Each parcel is charged by its own weight.
- The oversize surcharge applies to each item whose packaging has a side longer than 150 cm (not for 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. The pallet carrier delivers to a place accessible by lorry, without carrying the goods inside.
- For delivery outside the European Union, we send the courier cost by e-mail after the order is placed, before payment (see "Delivery outside the European Union").

Delivery outside the European Union

We also ship to these countries outside the European Union: Australia, Canada, Hong Kong, Israel, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Switzerland, the United Arab Emirates, the United Kingdom and the United States.

Rules for these deliveries:

- Prices and invoice. Prices exclude VAT. We issue an export invoice at 0% VAT (export of goods) and enclose it with the parcel.
- Courier cost. We quote the cost of delivery outside the EU individually after the order is placed, usually within 1 working 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 you are not happy with the cost, simply do not pay — the contract is concluded only once you pay (§ 6(4) of the Terms).
- Customs and taxes (DAP). We deliver on DAP terms (Incoterms 2020). Customs 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. They depend on the rules of the country of delivery and the type and value of the goods — they are not part of our price and we do not know them in advance. Before ordering, you can check the rates with your country's customs authority.
- Customs clearance. Please give the recipient's telephone number and e-mail address. In some countries customs clearance requires the recipient's tax or identification number — the carrier may ask for it.
- Delivery time. Usually 3–10 working days from dispatch, plus customs clearance. We cannot speed up delays caused by customs authorities.
- Refused delivery. If the recipient refuses to accept the parcel or to pay customs charges, the parcel is returned to us. You then bear the cost of the return shipment and any charges levied by the carrier or customs office, unless mandatory provisions of your country provide otherwise.
- Sanctions. We do not ship to Russia, Belarus, North Korea, Iran, Syria, Cuba, Crimea, Sevastopol or other territories of Ukraine not controlled by the Ukrainian government. If sanctions or export control rules do not allow an order to be fulfilled, we cancel it and refund the full payment.
- Returns from outside the EU are covered in "Returns and withdrawal" (section 10).

Receiving your parcel

- Check the parcel in the courier's presence. If the packaging is damaged, complete a damage report with the courier and take photos, then write to us at office@fabbyprints.com. For consumers, this is not a condition for a complaint to be accepted.
- If a parcel comes back to us because it was not collected, we will contact you to arrange redelivery. If it was not collected for reasons on your side (e.g. a wrong address, or absence despite a delivery notice), you bear the cost of redelivery at the rates above. In all other cases we cover the redelivery.

Delivery directly to your customer

At checkout you can enter a delivery address different from the invoice address, e.g. your customer's address. The parcel contains no invoice, prices or marketing material — we send the invoice by e-mail to the person who placed the order. On request we pack the prints in plain white boxes. The product or packaging keeps the markings required by law, e.g. the manufacturer's details and safety warnings. Rules for agencies: § 17 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 — Who handles the payment
payment card (e.g. Visa, Mastercard), Apple Pay, Google Pay — orders in all currencies available in the Shop — Stripe Payments

Europe, Ltd. (Ireland)			
BLIK and instant bank transfer — orders in PLN with delivery to Poland — PayPro S.A. — Przelewy24 (Poland)			
traditional bank transfer against a proforma invoice (prepayment) — orders in PLN and EUR — —			

- Orders requiring confirmation (e.g. a print checked by a technologist, delivery outside the EU) are paid only after you receive the e-mail confirming the price and lead time: by card through the link in the e-mail or by bank transfer against a proforma invoice. You pay nothing until then.
- High-value orders (the threshold is shown in the basket) are fulfilled only after prepayment by bank transfer against a proforma invoice. We accept bank transfers in PLN and EUR only, so the amounts of such an order in another currency are given in EUR (in PLN for delivery to Poland).
- Every order, including orders from businesses, agencies, wholesale buyers and public bodies, is paid in full before fulfilment starts. We can grant deferred payment only to a business: after approving its application for trade credit (https://fabbyprints.com/en/trade-credit) and concluding a separate agreement, or where an agreement concluded with a public body provides for it (§ 16 of the Terms).
- We do not accept cash on delivery.

Rules

- Prices are in Polish złoty (PLN) for delivery to Poland and in euro (EUR) for delivery to other countries. You can view prices and pay in another currency — choose it in the page header. We convert at the average exchange rate of the National Bank of Poland (NBP) on the date shown when you select the currency, adding 2% to cover the cost of converting the payment (3.5% for currencies of countries outside the European Economic Area; no surcharge for PLN and EUR); the amounts in the basket 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 exclude VAT. If you pay with a card issued in a currency other than the order currency, the exchange rate for that conversion is set by your card issuer.
- Payment by card, BLIK or instant transfer is made immediately after placing the order. We start printing once the operator confirms the payment.
- For a traditional bank transfer, pay within 7 days of receiving the proforma invoice. The account number and payment reference are given on the proforma. We start printing once the payment is received. We may cancel an order not paid within this period — we will let you know 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.

Invoices

- We issue a VAT invoice for every paid order and send it by e-mail as a PDF.
- To get an invoice in a company's name, tick "buying for a business" at checkout and enter the company name and tax ID or EU VAT number. Invoices for businesses in Poland are issued through the National e-Invoicing System (KSeF) as required by law.
- Businesses from other EU countries that enter at checkout an EU VAT number from the country of delivery, automatically verified in the VIES system, buy at 0% VAT (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 amount of VAT are shown in the basket.
- For delivery outside the European Union we issue an export invoice at 0% VAT (export of goods). Customs duties and import taxes in the country of delivery are paid by the recipient (see "Delivery outside the European Union").

Contact

office@fabbyprints.com · +48 22 113 14 16 · Mon–Fri 8:00–16:00 CET