## Shipping

**The most efficient shipping for print-on-demand products**

We won’t waste a moment printing your design and start as soon as you place an order.

**What it takes for your print to arrive**

1. It takes almost no time to process your order, you just need to place it
2. After the order is received, it takes up to 7 days to print your design, depending on the complexity
3. It takes half a month on average to ship the print to your closest facility
4. After that, the product is delivered to you. How fast is determined by the distance

**Frequently Asked Questions**

1. Why do some orders come in separate packages?

There are two major reasons why your shipping may be split in several parts:

First – the integrity concerns. It’s vital that the products retain their shape and condition throughout their journey to you. That’s why some products need to be packaged separately from others. In such cases, your orders will often come together, just in different packages.

Second– production locations. Some parts of your order may be made in different locations throughout the world. In such case, they’ll be sent separately, and you’ll receive one before the other.

If you require several shippings for your entire order to arrive, it’ll cost more to ship it. Take note about it when you place the order.

1. Does shipping from different locations cost differently?

The orders can be fulfilled in various locations. However, the distance between two shipping points doesn’t affect the price in any capacity. Shipping costs the same whether it takes 1000 km or 100 km.

1. Can I return the order?

If you encountered problem receiving your shipment or if your order was delivered in a damaged or otherwise unsatisfactory state, please contact our support service.

For further information, proceed to our return policy page if your order is allegible for a return.

1. Do I have to pay custom fees?

See the region where your product will have to be shipped. If there is a customs control between you and this area, you’ll have to pay custom fees upon delivery. However, the exact size of the fees differs based on the type of the product you ordered.

Before ordering, check what regions the product can be shipped to as well as the customs costs for this type of product. If the product can’t be shipped to the facility anywhere near you, it may cost you extra.

## Return Policy

If the product has been delivered to you in a less than satisfactory state, contact the support not later than a month after the product was delivered. Likewise, if the order hasn’t been delivered in time, contact the support not later than a month after the due delivery date. Issues proven to be company’s fault will be reimbursed.

The return destination is usually the MYOD shipping facility. The successful return of the order will be reported to you via an e-mail.

Note the following restrictions about the return policy:

*If the end address is insufficient or wrong*, the order will be returned to the closest shipping facility. Once the proper address is verified, the product will be reshipped, and you’ll be charged with the redelivery fees.

*If you don’t claim the shipment in time*, the order will likewise be sent back to the closest shipping facility. You can request a repeat delivery, and you’ll be charged with the redelivery fees.

*If you don’t have* an active MYOD account with an active billing method, the goods returned to the facility for any of the reasons above will be unavailable for redelivery.

*If the sealed products* you ordered will have to be returned to the facility, they’ll be exempt from being redelivered. It applies especially to the face masks, as they aren’t fit for return because of health concerns. Instead, the products with questionable seal integrity will be destroyed.

*If the products are returned* by your end customers, the returns will be conducted at your expense. If you extend the return of masks (or similar products) or size exchanges to your end customers, you’ll have to place another order for a new set of masks or a new size of the same product.

EU consumers, note that:

According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011, the return may not be extended, if:

1. The supply of products is made to the buyer’s own specifications and characteristics
2. The seal on the sealed goods (such as face masks) was broken by the buyer, making them unavailable for return due to health concerns

**MYOD reserves the right to refuse the return services in accordance to this legal document.**

## Terms of service

These terms and conditions of service represent the legal arrangement, the ‘agreement’ between MYOD and its customers, including you. The MYOD Store governed by DG INVEST Ltd is in full control of every service that may be extended to its customers on this website, as well as of the website itself (together, ‘Services’ from now on).

MYOD Store, its subsidiaries, and associated companies will together be referred to as ‘we’, ‘MYOD’, ‘us’, ‘our’ and similar pronouns.

MYOD is a print-on-demand aimed at the entrepreneurs and business that wish to delegate the printing and shipping tasks to some third party (us). We’re obliged to print and send all products (‘Products’ from now on) to you or your end customers (‘Customers’ from now on).

You are free to accept the Services without changing of the terms and conditions listed below. We offer additional policies of service, among them: shipping policy, privacy policy, return policy and more. In them, you’ll find more terms and conditions that apply to Services and represent the integral part of the agreement between you and MYOD Store.

Note that by using the website you accept the agreement and become bound to it. Moreover, placing the order for services or goods provided by the website will result in your automatic acceptance and bondage to this agreement.

Unless you accept this agreement fully, do not use the website.

Buyers that receive our Services for their own purposes are considered ‘users’. However, the buyers that utilize the Services in order to ship Products to Customers or other individuals are instead regarded as ‘merchants’.

Note that regardless of your status as a merchant or a user, in accordance to these terms of service, any legal disputes (designated further below) that may come up from or in relation to these terms of service must be resolved via arbitration on the personal basis, unless in cases designated in the same terms of service.

## Privacy Policy

MYOD Store (further on: ‘we’ or ‘MYOD’) understands the value of privacy of its customers. Because of it, we are obliged to guarantee the safety of your personal information and only use it as per laws of information privacy.

In this policy, you’ll be given a full account of the process of gathering, using and processing of any private information we are given by you during your stay on our website and during your use of our print-on-demand services (together, ‘Services’). The visitors who use the Services automatically declare their full comprehension of the terms listed in this policy.

We are only able to gather, store, transfer or disclose the personal data of users above the age of 16 (sixteen). We ask you not to access our Services if you do not fit into this age category. If we already have your information and you, not having reached the age of 16, want us to delete it – contact us, and we will do so.

If the goal of your stay here is personal use of the Services, you will be regarded as a ‘user’. In the context of the GPDR – the General Data Protection Regulation – we are regarded as a ‘data controller.

If the goal of your stay here is to use the Services to ship the products and fulfill the orders of any third party or parties, you will be regarded as a ‘merchant’. In relation to the personal data submitted by you, we are the ‘data controller’

On occasions when we execute the orders of the merchant’s customer in the merchant’s name, we are regarded as a ‘data processor’.

Be wary: although the Services we provide may have links to the pages outside of our website, we don’t answer for the privacy policies of the websites, to which these pages belong. We recommend that you bear this in mind whenever you decide to visit third party websites and services through the links we provide and that you examine the policies of any website you may be visiting. The privacy policy of MYOD Store doesn’t apply to any third-party websites.

With questions regarding your personal information or our privacy policy, contact our support.