

Policy updates on January 15, 2025

[Printful Subscription Terms of Service](#)

We made general policy updates for consistency and readability and specific updates as outlined below:

- We updated the name of the Policy from 'Printful Membership Subscription Terms of Service' to 'Printful Subscription Terms of Service'. The Policy was updated throughout to reflect the name change.
- We updated the section reference to the applicable dispute resolution clause in Printful's main Terms of Service.

[Affiliate Program Terms of Service](#)

We made specific updates as outlined below:

- We updated Section 2 (Registration & Account), Section 5 (Commissions) and Section 6 (Payment) to reflect a change in the name of membership subscriptions. The term 'membership' was removed.

Policy updates on December 6, 2024

[Privacy Policy](#)

We made general policy updates for consistency and readability and specific updates as outlined below:

- **We updated 4. How We Use Your Data: Marketing and Advertising,** We explained how your contact information will be used if you Opt - into receiving marketing, advertising, and promotional communications by SMS.

Policy updates on September 20, 2024

[Data Processing Terms](#)

We made general policy updates for consistency and readability and specific updates as outlined below:

- **We updated Schedule 1: Technical and Organizational Security Measures,** to elaborate on action taken in response to system vulnerabilities. They will be documented and acknowledged within 24 hours in conjunction with other remedial measures.

Policy updates on July 1, 2024

[Referral Program Terms of Service](#)

We made general policy updates for consistency, readability, and specific updates as outlined below:

- **We modified the overall terms to eliminate User points and perks from the Program. Users will now be issued coupons for qualifying referrals.**
- **We updated Section 1 (Enrollment in the Program), 3 (Earning Coupons), and 4 (Redeeming Coupons).** Each header and section was changed to replace references to points with references to coupons. The sections were updated to indicate how coupons may be earned and used, including restrictions and limits.
- **We made several updates to legal terms.** Language was added clarifying that the Program is subject to other Printful policies and terms of service. Governing law (Section 8) and dispute resolution provisions (Section 9) were aligned with those in Printful's main Terms of Service, including arbitration, jury, and class action waivers.

[Affiliate Terms of Service](#)

We made general policy updates for consistency, readability, and specific updates as outlined below:

- **We modified the overall terms to indicate that Users may earn commissions on Printful membership subscriptions in addition to other eligible products.**
- **We updated Section 3 (Modifications)** to clarify the effect of continued use of the Program after terms are changed or modified.
- **We updated Section 5 (Commissions)** to indicate that commissions may be earned on Printful membership subscriptions in addition to other qualifying products. Updates also include rules, limits, and restrictions on earning commissions.
- **We updated Section 6 (Payment)** to indicate how commissions are paid on Printful membership subscriptions and other qualifying products.
- **We made several updates to legal terms.** Language was added clarifying that the Program is subject to other Printful policies and terms of service. Governing law (Section 15) and dispute resolution provisions (Section 16) were aligned with those in Printful's main Terms of Service, including arbitration, jury, and class action waivers.
- **Governing law and jurisdiction were changed from California to North Carolina.**

Policy updates on June 28, 2024

[Modern Slavery Act Statement](#)

Key updates:

- **We've updated the statement to reflect the most recent updates in our efforts to eradicate slavery and human trafficking.**

[Norwegian Transparency Act Statement](#)

Key updates:

- **We've updated the statement to reflect the most recent updates in our efforts in ensuring ethical and fair-labor practices.**

Warehousing & Fulfillment Terms update on June 3, 2024

[Warehousing & Fulfillment Terms](#)

We made general policy updates for consistency, readability, and specific updates as outlined below:

- **We updated Sections 1 (Warehousing Services), 4 (Warehouse Receipt), 7 (Fulfillment, Shipping, and Delivery), 8.2 (Packaging Insert Service Limitations), and 9.2 (Custom Packaging Service Limitations)** to indicate that Products, packaging inserts, and custom packaging may be transferred between Printful warehouses with notice and that such transfers may temporarily delay fulfillment.
- **We also updated Section 1 (Warehousing Services)** to change the maximum weight for individual Products stored and fulfilled at Printful's warehouses from 700 oz. (19.8 kg) to 40 lbs. (18.1 kg).
- **We updated Section 2 (Product Restrictions)** to include gels in the Product restrictions list.

Policy updates on February 15, 2024

[Terms of Service](#)

Key updates:

- **Introduced a new content takedown request form.** Section 3.I. To improve your experience with Printful, we've introduced a new online form that both you and third parties can fill out for content takedown requests: <https://www.printful.com/site/eu-illegal-content>
- **Clarified information about the rights you grant Printful.** Section 3.C.
- **Clarified information about our content moderation practices.** Section 8.

[Acceptable Content Guidelines](#)

Key updates:

- **Clarified information about our content moderation practices.**

[Legal Imprint](#)

Key updates:

- **Updated our contact information.**

Upcoming Privacy policy changes

We are pleased to announce updates to our Privacy Policy to ensure compliance with existing privacy laws and future regulations.

These changes reflect our commitment to maintaining the security and privacy of your personal information.

We have restructured the policy to provide more precise information on how we collect, use, and protect your data and how you can exercise your rights in accordance with applicable data protection laws.

We aim to enhance transparency and accountability in our data-handling practices by incorporating existing privacy laws and preparing for upcoming legislation.

Please take the time to review the updated policy [here](#) before it becomes effective on February 15, 2024.

Cookie Policy update on January 2, 2024

[Cookie Policy](#)

Key updates:

- We have added an additional explanation of the third-party cookies that YouTube might set when users play embedded YouTube videos on the Printful website.

Data Processing Terms update on December 4, 2023

[Data Processing Terms](#)

We made general policy updates for consistency and readability and specific updates as outlined below:

- **In Section 1, we updated and added definitions for the terms used in the policy.** We added definitions of “Affiliate,” “Data Importer/Exporter,” “Selling,” and “Sharing,” and updated the definition of “Agreement.”
- **We updated Section 3: Details of the Processing.** We have provided detailed information to ensure transparency.
- **We updated Section 7: Sub-processors and Data Transfer.** We changed how and when Merchants are notified of data sub-processor changes and the objection process. We also added instructions for accessing the current sub-processor list.
- **We updated Section 9: Return and deletion of Data.** We explained how Printful will return or delete Merchant data and in what format the data can be stored. Printful is permitted to aggregate, de-identify, or anonymize personal information so that it no longer meets the definition of Personal Data under applicable Data Protection Laws and may use such aggregated, de-identified, or anonymized data for its own research and development purposes.

Printful will not attempt to or actually re-identify any previously aggregated, de-identified, or anonymized data without the specific written instructions of the Merchant.

- **We updated Section 10: Governing Law.** These Terms shall be governed by and construed following the governing law and jurisdiction provisions in the Agreement unless required otherwise by applicable Data Protection Law.
- **We updated Schedule 1: Technical and Organizational Security Measures, to which Printful will adhere by processing personal data on behalf of the Merchant.**

Printful Membership Subscription Terms of Service published on October 17, 2023

[Membership Subscription Terms of Service](#)

As we have officially launched Printful Membership Subscription plans (Printful Growth and Printful Business, hereinafter - the “**Memberships**”), we have also published the Printful Membership Subscription Terms of Service and removed the Subscription Terms of Service for the discontinued Printful Pro and Printful Plus subscriptions, as well as any reference thereto.

The Printful Membership Subscription Terms of Service include information on the access to and eligibility for Memberships, the services included in said Memberships, as well as information on billing, free trials, automatic renewal and cancellation terms, dispute resolution, and limitation of liability, among other things.

Privacy Policy update on Aug 16, 2023

[Privacy policy](#)

Key updates:

- **We elaborated on how we collect and store customer information. Section 1.** We explained that we may monitor or record the conversations our customers have with Printful customer support via email or chat and that we store this information as long as the customer has an active printful account.

Norwegian Transparency Act Statement published on June 28, 2023

[Norwegian Transparency Act Statement](#)

As we’re expanding our operations and entering new markets, we regularly update our policies to comply with new legal requirements and to provide you with more specific and in-depth information on how we provide services and manage our processes and personal data.

On June 28, 2023, we published the Norwegian Transparency Act Statement. Norwegian Act relating to enterprises’ transparency and work on fundamental human rights and decent working

conditions (“Transparency Act”) requires large enterprises to publish a statement regarding the results of their due diligence to identify, address, prevent, and limit violations of human rights or decent working conditions.

We published our statement to show that Printful is committed to ensuring ethical and fair-labor practices for all our employees, and we seek and expect our suppliers to do the same.

Modern Slavery Act Statement update on June 27, 2023

[Modern Slavery Act Statement](#)

Key updates:

- **We’ve updated the statement to reflect the most recent updates in our efforts to eradicate slavery and human trafficking.** This year, Printful created and launched its own Vendor Compliance Manual, which sets forth various business ethics, product safety, and social responsibility-related requirements and mandates suppliers to ensure compliance throughout their supply chain with all applicable laws that prohibit slavery and human trafficking.

Affiliate Program Terms of Service update on Feb 23, 2023

[Affiliate Program Terms of Service](#)

Key updates:

- **We updated the length of the affiliate commission earning period. Section 5.** We’re increasing our affiliate commission earning period from 9 to 12 months.

Creative Services Terms update on February 3, 2023

[Creative Services Terms](#)

Key updates:

- **We clarified how we approach third-party copyright use. Section 3.** We made minor changes to the terms to clarify that there might be cases when we can’t transfer IP rights to certain elements of a file, for example, if there is a sound used in the file which is copyrighted by another person.

Warehousing & Fulfillment Terms of Service update on Feb 3, 2023

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **We added information on restrictions for warehousing services. Updates to service restrictions and linking FAQs. Section 1, Section 6, Section 7, Section 8, and Section 9.** We clarified that not all warehousing services are available in all Printful warehousing locations. We also updated links to related resources that provide up-to-date information on warehousing fees.

Referral Program Terms of Service update on February 3, 2023

[Referral Program Terms of Service](#)

Key updates:

- **We updated the information about which currencies can be used for Referral payments. Section 1 and Section 7.** We removed the mention of the currencies we no longer offer for Printful payments. We also adjusted some wording and mentioned that, in some cases, particular currencies may not be available to all Referral persons.

Privacy Policy update on January 23, 2023

[Privacy Policy](#)

Key updates:

- **We added instructions on how customers can exercise their rights under the Virginia Consumer Data Protection Act (VCDPA). Section 8.** We added instructions on how to request for your data to be deleted.

Terms of Service update on January 12, 2023

[Terms of Service](#)

Key updates:

- **We clarified the customer's right to return pre-designed Printful products. Section 7.** We added a paragraph explaining that orders with pre-designed and non-customizable products can be cancelled and returned back to our facilities, and that Printful will refund shipping expenses for these returns. We also clarified the refund-issuing procedure for such products.
- **We edited the wording to clarify how Printful accepts payments and applies fees. Section 9 and Section 10.** We adjusted the wording to clarify how we charge customers for Printful services (SaaS, warehousing, creative services, etc).

Privacy Policy and Data Processing Terms update on January

12, 2023

[Privacy Policy](#)

Key updates:

- **We edited the policy to cover our right to request additional information from our customers to meet OFAC requirements. Section 1.** We updated the list of personal data we may request from our customers to be able to comply with legal requirements. We specified that this personal data may be passed to the U.S. Department of Treasury's Office of Foreign Assets Control (OFAC) and other governmental institutions to ensure that our customers aren't targeted by any sanctions imposed by these institutions.
- **We added a new subsection to cover our right to request personal information from California and Virginia residents. Section 1.** This section was added to describe what kind of personal information and in which cases we may collect from our customers in California and Virginia, the purposes of collection, and the types of entities with whom we may share such information.
- **We added a new section to provide a Privacy Policy addendum for Virginia residents. Section 8.** The new section clarifies Printful's obligations and Virginia residents' rights under the Virginia Consumer Data Protection Act (VCDPA).
- We updated the AS "Printful Latvia" legal address, as well as some wording, numbering of sections, and formatting throughout the policy.

[Data Processing Terms](#)

Key updates:

- **We edited the policy to cover our right to request additional information from our customers to meet OFAC requirements. Section 3 and Section 4.** We added new categories of personal data that we may request from customers and specified that this personal data may be passed to the U.S. Department of Treasury's Office of Foreign Assets Control (OFAC) and other governmental institutions to ensure that our customers aren't targeted by any sanctions imposed by these institutions.
- We updated the numbering throughout the policy, replacing letters with numbers.

Terms of Service update on July 13, 2022

[Terms of Service](#)

Key updates:

- **We've updated the information on the risks that apply to shipping. Section 11.** We specified that if an order we received has a post office box as the delivery address, we can't guarantee the delivery of this order.

- **We've updated our policy to specify in which cases we cover customer losses and added information on how we approach the Account Updater programs.** Section 9. We updated the Payments and fees section to emphasize our responsibilities in case of claims, returns, chargebacks, or other customer debts that don't comply with our policies. We also added a description on how Printful participates in the Account Updater programs, specifying that by using Printful's products and services, customers agree to the automatic updates of their credit card information.

Affiliate Program Terms of Service update on July 13, 2022

[Affiliate Program Terms of Service](#)

Key updates:

- **We've updated our Affiliate Terms of Service by adding information on how affiliates have to comply with Printful Brand Guidelines.** We added the details on how affiliates can use Printful's name, trademark, logo, or other identifying materials. We also updated the information on how affiliate commission payments are processed.

Modern Slavery Act Statement update on June 30, 2022

[Modern Slavery Act Statement](#)

Key updates:

- **We've updated the statement to match our Code of Conduct by including the information on how we collaborate with our suppliers. Our Supplier Code of Conduct sets forth our standards and expectations with respect to key areas of corporate responsibility, including a requirement for our suppliers not to support forced labor and not to collaborate with organizations that use illegal employment practices.**

Return Policy update on June 3, 2022

[Return Policy](#)

Key updates:

- **Updated information on the time period within which items can be returned.** The policy now states that any return claims for items must be submitted within 30 days after the product was received, contrary to the previously stated 4 weeks.

Warehousing & Fulfillment Terms of Service update on June 3, 2022

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **We've removed one of the warehouse locations for same-day fulfillment. Section 7.** Our facility in Dallas, Texas, no longer offers the option to stock inventory, and same-day fulfillment isn't available at our Dallas warehouse. We've specified requirements for same-day fulfillment and added that same-day fulfillment is not available on weekends.
- **Added a new warehouse location. Section 9.** Custom packaging is now available for storage in our Los Angeles warehouse.
- **We've updated the wording in sections 7 and 9.**

Terms of Service and Brand Ambassador Terms of Service update on May 31, 2022

[Terms of Service](#)

Key updates:

- **We've removed the list of the countries and regions that currently are the target of embargoes or sanctions. Section 3.** The number of sanctioned countries and regions is evergrowing, and we will be updating this information outside of our Terms of Service (in the related Help Center articles). Sanctions and embargo rules still apply to all outgoing orders.

[Brand Ambassador Terms of Service](#)

Key updates:

- **We've removed the list of the countries and regions that currently are the target of embargoes or sanctions. Section 1.** The number of sanctioned countries and regions is evergrowing, and we will be updating this information outside of our Terms of Service (in the related Help Center articles). Sanctions and embargo rules still apply to all outgoing orders.

Warehousing & Fulfillment Terms of Service update on February 9, 2022

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Added conditions for international shipping from the UK facility. Section 7.** We've specified that it's currently not possible to send international shipments from our Birmingham warehouse.

Warehousing & Fulfillment Terms of Service update on

January 17, 2022

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Added a new warehouse location.** Section 8 and Section 9. Packaging inserts and custom packaging are now available for storage in our Tijuana warehouse.

Warehousing & Fulfillment Terms of Service update on November 26, 2021

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Added a new warehouse location for same-day fulfillment.** Section 7. Same-day fulfillment is now available for products within our Dallas warehouse.
- **Added a new warehouse location.** Section 8 and Section 9. Packaging inserts and custom packaging are now available for storage in our Dallas warehouse.

Terms of Service update on November 22, 2021

[Terms of Service](#)

Key updates:

- We've updated the wording in the section on Copyright and Trademark Responsibility.

Terms of Service update on November 16, 2021

[Terms of Service](#)

Key updates:

- We've made changes throughout our Terms of Service to include the United Kingdom
- We've updated section 7 on your rights in the case of lack of conformity

Warehousing & Fulfillment Terms of Service update on November 15, 2021

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Added a new warehouse location for same-day fulfillment.** Section 7. Same-day fulfillment is now available within our Birmingham warehouse.

- **Added a new warehouse location.** Section 8 and Section 9. Packaging inserts and custom packaging are now available for storage in our Birmingham warehouse.

Warehousing & Fulfillment Terms of Service update on November 9, 2021

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Introduced a new custom packaging type. Section 9.** We've added a paper mailer as an acceptable custom packaging option to stock with our Warehousing Services.

Subscription Terms of Service updates on October 27, 2021

As we've launched a new subscription plan, Printful Plus, we modified our Subscription Terms of Service to fit more than one Subscription Plan.

[Subscription Terms of Service](#)

Key updates:

- **Sections 2 "Subscription Services" and 3 "Right to change Subscription Plans and how it works".** We've added information on the process of changing the type of subscription.
- **Section 4 "Paid Subscription term and payments".** We've added more information about how change or cancellation of a Subscription Plan works and emphasized that no refunds will be provided for the unused time of subscription.

Terms of Service and Creative Services Terms of Service updates on October 18, 2021

[Terms of Service](#)

Key updates:

- **Section 13. We've added information about holds and order cancellation.** Order is held in case there are print file issues, security concerns, we need to confirm an address, or in case of any similar issues. If the issue is not resolved within 30 days, orders on hold are automatically cancelled.

[Creative Services Terms of Service](#)

Key updates:

- **Section 2. We've added information about holds for Services and cancellation of**

ordered Services. Holds are put in case we suspect that there's potential infringement of third party rights from your side. If the provision of any Service is held due to the above-mentioned issues, you're given 30 days to resolve the issue. If the issue is not resolved within 30 days, the provision of Services ordered will be canceled.

Privacy Policy and Data Processing Terms updates on October 8, 2021

[Privacy policy](#)

Key updates:

- **More detailed explanation of personal data processing. Section 1.** Our Privacy Policy now provides an even clearer and more detailed explanation of the types, scope, and purpose of the personal data we process. If you're using our services for personal use, visit our website, or contact our support staff, this policy lists the ways we may receive and process your personal data.
- **California Privacy Rights (for residents of the State of California) now is Privacy Policy Addendum for California Residents.** We have provided more details about how and for what purpose we are processing personal information. We've also explained the rights of the residents of the State of California under the California Consumer Privacy Act.

[Data processing terms](#)

Key updates:

- We've made changes in accordance with the European Commission Implementing Decision (EU) 2021/914 of 4 June 2021 on standard contractual clauses for the transfer of personal data to third countries under Regulation (EU) 2016 / 679.

Terms of Service update on August 23, 2021

[Terms of Service](#)

Key updates:

- **Introduced a new content takedown request form.** Section 3F. To improve your experience with Printful, we've introduced a new online form that both you and third parties can fill out for content takedown requests: <https://www.printful.com/policies/dmca>.

Warehousing & Fulfillment Terms of Service update on July 7, 2021

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Added a new requirement for warehouse products sold across borders.** Section 7.
We've indicated that you're required to add Harmonized System (HS) codes to your warehoused products and their variants. Exceptions where the code isn't required: pack-ins and custom packaging, domestic shipments, and shipments between the EU member states.

Return Policy update on June 15, 2021

[Return Policy](#)

Key updates:

- **Updated information on products returned by customers.** The policy now includes exceptions for customers residing in Brazil.

Warehousing & Fulfillment Terms of Service update on Jun 2, 2021

We've added information about storing custom packaging, updated acceptable product dimensions, specified packaging insert dimensions, and organized information about packaging inserts.

[Warehousing & Fulfillment Terms of Service](#)

Key updates:

- **Updated acceptable product dimensions.** Section 1.
To broaden product storing possibilities, we've increased the maximum accepted product dimensions to 18 x 18 x 17 in. (46 x 46 x 43 cm), measured L x W x H. We've also specified that we won't be able to accept products weighing more than 700 oz. (19.8 kg).
- **Reorganized and specified information about packaging inserts ("pack-ins").** Section 8.
We've added subtitles to help oversee information. We've also specified packaging insert dimensions by noting which dimensions attribute to length, width, and height. There's more information on packaging insert service limitation regarding fulfillment centers.
- **Added a new section about custom packaging.** Section 9.
Our terms are updated with information about custom packaging storing requirements, pricing, and availability.

Affiliate Terms of Service update on February 16, 2021

[Affiliate Terms of Service](#)

Key update:

- **Restrictions imposed on affiliate partners.** Section 7.
We require our affiliate partners to acknowledge that they will not be targets of trade, financial, and economic sanctions, and do not appear on sanctions-related lists.

Warehousing & Fulfillment Terms of Service update on Dec 16, 2020

We've added same-day fulfillment terms and conditions.

[Terms of Service: Warehousing & Fulfillment](#)

Key updates:

- **Added conditions for same-day fulfillment eligibility.** Section 7.
We've specified terms to qualify for same-day fulfillment. There will be cases where same-day fulfillment may become unavailable and Printful won't be held liable for that. We've also described conditions when Printful is required to refund certain fees if the same-day fulfillment hasn't been carried out.

Policy updates on December 8, 2020

[Affiliate Terms of Service](#)

Key updates:

- **Clarifications on eligible affiliate partners.** Section 1.
We've added partner restrictions to clarify who's eligible to join our affiliate program.

Policy updates on October 30 and November 2, 2020

[Terms of Service](#)

Key updates:

- **Order outsourcing.** Section 5(D) and Section 20.
Our terms are updated with information about possible engagement of third party manufacturers to perform any services Printful offers in case these services cannot be fulfilled at our own fulfillment centers or if it makes more sense to fulfill them at our partner facilities (such as but not limited to Japan and Australia).
- **Product Alternatives.** Section 12.
We've added information about Product Alternatives, a feature that offers a comparable replacement to the product ordered, which might apply if the product is out of stock and you (as

a Merchant) haven't opted out of Product Alternatives in your store settings. If you haven't opted out, please inform your customers that their orders may include product alternatives.

[Privacy Policy](#)

- We've updated our Privacy Policy in line with the order outsourcing update mentioned above: the details you provide us while using our services may be shared with third-party manufacturing services we partner with.

Warehousing & Fulfillment Terms of Service update on Oct 22, 2020

We've updated our list of product restrictions.

[Terms of Service: Warehousing & Fulfillment](#)

Key updates:

- **Added new products and materials we won't accept. Section 2.**
Our product restrictions will now include glass, live plants, and liquids.

Terms of Service update on August 17, 2020

[Terms of Service](#)

Key updates:

- We've added information about age restrictions if you are an individual residing in Japan. Section 1.

Warehousing & Fulfillment Terms of Service update on August 12, 2020

As we're improving our branding services, particularly pack-ins, we want to provide you with more specific and in-depth information on how we provide those services.

[Terms of Service: Warehousing & Fulfillment](#)

Key updates:

- **Added a new section about packaging inserts ("pack-ins"). Section 8.**
Our terms are updated with information about pack-in storing requirements, pricing, and availability.

Return Policy update on May 21, 2020

[Return Policy](#)

Key updates:

- We've specified that any returned orders with facemasks won't be available for reshipping and will be disposed of.

Return Policy update on May 15, 2020

[Return Policy](#)

Key updates:

- We've added that Printful reserves the right to refuse returns for sealed goods which were unsealed after delivery, making them unsuitable for return due to health protection or hygiene reasons.

Return Policy update on April 30, 2020

[Return Policy](#)

Key updates:

- We've added that if you haven't registered an account on printful.com and added a billing method, you hereby agree that any returned orders due to the wrong shipping address or a failure to claim the shipment won't be available for reshipping and will be donated to charity.

Creative Services Terms of Service update on March 30, 2020

To define the workflow of our creative services and clarify your rights, we're issuing Creative Services Terms of Service that apply to Graphic Design, Video Production, and Ecommerce Photography Services.

[Creative Services Terms of Service](#)

Key provisions:

- **Description of the service workflow. Section 1.**

We've established the general process of how Printful's Creative Services work, including details on requesting services and end file (design, photo, or video) revision, improvement, delivery, and storing.

- **Information about payments and refunds. Section 2.**

We've explained our refund policy for service requests where Printful has started the work or can't carry out the request. We've also defined the process to order and receive product samples for photography files containing your products.

- **Explanation of intellectual property rights. Section 3.**

We've deemed you to be the sole author of the file, thus enabling you to register the rights to end files in the US Copyright Office or elsewhere.

- **The delivery of the end file. Section 4.**

We've explained that you are subject to an additional 20% of the service cost in cases where you change the idea described in your service request or wish to change the design draft, add additional elements, etc. that you didn't communicate to Printful before starting the Service.

- **Information about turnover times. Section 5.**

We've indicated that if you haven't responded about necessary improvements within a three-month period from the date when Printful submits the design draft for your review, Printful then considers that you accept the design draft and delivers it as the end file.

We've also included some other sections, such as Indemnity, Law and jurisdiction, Modifications, and General (**Sections 6, 7, 8, 9**), that are in line with the provisions already laid out in Printful's [Terms of Service](#).

Affiliate Terms of Service update on March 10, 2020

To ensure transparency and avoid confusion in our Affiliate Program, we're updating our Affiliate Terms of Service.

[Affiliate Terms of Service](#)

Key updates:

- Clarifications on the scope of eligible integrations. Section 5

As we are constantly adding new integrations with ecommerce platforms, we have amended this paragraph to synchronize it with [our list of integrations](#). This way, it is easier for affiliates to keep up to date with all the changes in the available integrations.

- No options for real-time sales tracking. Sections 5 and 6

The Affiliate Dashboard tracks affiliate commissions that have been credited to an affiliate. To bring more clarity, we have removed reference to real-time tracking since affiliate commissions will be credited only once all items of a customer's order are fully shipped.

- Clarifications on paid traffic. Section 8.

Some affiliates wish to engage in pay-per click-activities, so we have updated the paragraph to be more specific about rules regarding such activities (e.g. emphasizing prohibition of direct linking, bidding on branded keywords, and sending incentives traffic from coupon sites).

Privacy Policy update on March 6, 2020

[Privacy Policy](#)

Key updates:

- Privacy Shield (EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework). Section 8.
We have included a section to inform you that Printful participates in and has certified with the Privacy Shield.
We have also explained in detail Printful rights for the processing of your personal information (including data transfer) from the EU, UK, or Switzerland to the United States, and our responsibilities to be in compliance with the Privacy Shield principles.

Cookie Policy update on February 21, 2020

Following the newest legal guidelines on cookies and similar technology, we have updated our Cookie Policy.

[Cookie Policy](#)

Key updates:

- More detailed explanation of mandatory and performance cookies and their purpose.
- We have clarified the lifespan of each cookie category to inform website visitors on how long the cookies may be stored in their devices.

Warehousing & Fulfillment Terms of Service update on November 22, 2019

To improve our services and ensure transparency in our processes, we're updating our Warehousing & Fulfillment Terms of Service.

[Terms of Service: Warehousing & Fulfillment](#)

Key updates:

- Added an explanation of the period during which you store your warehousing goods. Section 3.
We explained that as long as you follow timely payments you may continue to use our warehousing services to store your goods.
- Added a new section with details on the Warehouse Receipt. Section 4.
We updated the information included in the invoice you receive upon your warehousing product delivery and named this document Warehouse Receipt. From now on you'll have to present this document to us should you ever wish to retrieve your warehoused goods from our warehouse.

- Explained your responsibilities and limits in more detail. Section 5.
We explained in greater detail our liability limits to the goods you warehouse with us should they be damaged or lost. Our liability for such goods is limited to the amount stated in the Warehouse Receipt.
- More detailed information on the removal of warehoused goods in case of non-payments. Section 6 (previously, 5).
We explained in more detail the process of your product removal in situations where you haven't made a payment for the warehousing service. Should you ever be in a situation like this, remember that we'll have the right to dispose of and/or donate your products to charity and by using our warehousing service you waive your right to collect royalties or fees regarding your products.
- Added a new section with details on the warehousing service termination. Section 8.
We included an in-depth explanation on our rights to terminate our obligations to store your products at any time with or without a cause, especially in cases where you violated these terms. We also added details on your obligation to provide payment of any outstanding charges owed to Printful and removing products from our warehousing facilities within a period stated in our notice (see related information in Section 10).
- Added a new section with details on our lien against your products. Section 9.
We'll have a lien on your warehoused products as security. Should there be a case where you owe us payments for warehousing services, we'll have the right to sell the products stored in our warehousing in enforcement of our lien.
- Added a new section with clauses on warehoused product abandonment. Section 10.
Our terms are updated with your obligation to remove (retrieve or request disposal of) your warehoused products in case where we terminate the warehousing services upon contacting you with a written notice. In cases where you decide not to take any action, we'll send out a second notice and should you ignore that as well, all your stored products will be deemed abandoned and all their rights transferred to us. We won't have an obligation to sell your products but if we do, we'll have the right to retain all sale proceeds.
- Details on court location, should any dispute or claim arise. Section 12.
We hope this never happens, but in case of any dispute between you and Printful, it will be resolved by a court located in the State of North Carolina, USA.

Policy update on November 20, 2019

As we're expanding our operations and entering new markets, we regularly update our Terms of Service and Privacy Policy to provide you with more specific and in-depth information on how we provide services and manage our processes and personal data.

Terms of Service: General

Key updates:

- Improved procedure of reporting intellectual property infringement. Section 3 (E).
We respect and highly value the creative freedom of you and others. We've made the procedure of reporting intellectual property infringement easier to understand and provided details on what information you need to submit.
- In-depth explanation of the limits of our liability and warranty. Sections 5 (D-E), 6 and 7.
We've explained in greater detail what we can and cannot guarantee you regarding our Products and Services—our limits of liability and warranty. Please note that in most cases our liability is limited to either replacing the damaged or defective Product or refunding you.
- Details on currencies and payments. Section 9.
Our Terms now reflect the possibility of choosing a preferred currency on our website and how it affects fees and payments. We've also added additional information on how we handle payments and fees in general.
- Details on dispute resolution. Sections 17 and 18.
We hope this never happens, but in case of any dispute between you and Printful, it will be subject to arbitration administered by the American Arbitration Association applying the laws of the State of North Carolina. The only exception to this are users residing in the European Economic Area and Switzerland who, in addition to being subject to the law of the Republic of Latvia, may also rely on mandatory provisions of the law of the country in which they reside.

Terms of Service: Data processing terms

Key updates:

- Details on the type of data we process. Section 3.
We've updated the information on the types of personal data we process as a data processor to give a better understanding of what personal data we may receive while providing our services.
- List of sub-processors. Section 7.
We've added the possibility for our customers to request the list of sub-processors we have engaged and follow any future changes in this list.
- Obligations as Controller and Processor. Sections 4, 5 and 6.
To clarify our mutual obligations and duties in relation to personal data processing, we have made the documentation easier to understand, and added more specific duties for both our customers and Printful.

- Clauses on the international transfer of personal data. Section 7 and Schedule 1.

To address the consequences of Brexit and other cases of international data transfer, we have incorporated standard contractual clauses for data transfers between EU and non-EU countries. For this purpose we have also added a description of our internal technical and organisational security measures.

Privacy Policy

Key updates:

- More detailed explanation of personal data processing. Section 1.
Our Privacy Policy now provides an even clearer and more detailed explanation of the types, scope, and purpose of the personal data we process. If you're using our services for personal use, visit our website, or contact our support staff, this policy lists the ways we may receive and process your personal data.
- California Privacy Rights (for residents of the State of California). Section 7.
We have included a section to explain in detail the rights of the residents of the State of California under the California Consumer Privacy Act.

If you have any questions about our Terms of Service and Policies, feel free to reach out to support@printful.com.