

Copyright and DMCA Policy

MyPrintStreet - a service of Track Metrics Limited

Version 1.0 | Effective 21 October 2026 | Replaces: no previous version

MyPrintStreet is a design and fulfilment platform. The artwork, images, text and other content placed into our product designer and print files is uploaded or created by our resellers and their customers. We do not review it before it is printed.

We respect the rights of copyright and trade mark owners, and we act on properly made complaints. This policy explains how to tell us about content you believe infringes your rights, what happens next, and how to respond if your content has been removed.

1. Who to contact

Designated Copyright Agent

Copyright Agent, Track Metrics Limited
Fairfield Mills, Milford Street, Huddersfield, HD1 3DX, United Kingdom
Email: support@myprintstreet.com, with the subject line "Copyright notice"
Telephone: +44 (0)1422 728572

Our designation is registered with the United States Copyright Office under number DMCA-1083642.

This address is also our single point of contact for notices about illegal content under Article 11 and Article 12 of the EU Digital Services Act, and for communications from authorities and users of our service.

2. How to send a copyright notice

Send your notice to the Copyright Agent above. To be effective it must include all of the following. This list reflects section 512(c)(3) of the United States Digital Millennium Copyright Act, and we use the same requirements for notices from anywhere in the world so that we treat every complaint consistently.

- (a) Your physical or electronic signature.
- (b) Identification of the copyrighted work you say has been infringed. If several works on our service are covered by one notice, a representative list of them.
- (c) Identification of the material you say is infringing, with enough detail for us to find it. A product URL, design ID, order number or screenshot is usually enough.
- (d) Your name, postal address, telephone number and email address.
- (e) A statement that you have a good faith belief that the use of the material is not authorised by the copyright owner, its agent, or the law.
- (f) A statement that the information in the notice is accurate, and that under penalty of perjury you are the owner of the right concerned or are authorised to act on the owner's behalf.

A notice that is missing items (a) to (f) may not be effective. If we can tell what you mean we will usually come back to you rather than simply reject it.

Please note that under section 512(f) of the DMCA a person who knowingly makes a material misrepresentation in a notice may be liable for damages, including costs and legal fees.

3. What we do when we receive a notice

- 3.1 We acknowledge your notice.
- 3.2 We assess it. If it is complete and the complaint is on its face a good one, we disable access to the material expeditiously. We may do this before we have heard from the reseller.
- 3.3 We tell the reseller what we have removed, and why, and we send them a copy of your notice. Where we remove content or restrict an account we give a statement of reasons, as Article 17 of the EU Digital Services Act requires.
- 3.4 We tell you what we have done.

We aim to acknowledge within one working day and to decide within five working days. Where a complaint is unclear or contested it may take longer, and we will say so.

4. Counter notice

If your content has been removed and you believe that was wrong, you can send us a counter notice at the address in section 1. It must include:

- (a) Your physical or electronic signature.
- (b) Identification of the material that has been removed and the location where it appeared.
- (c) A statement under penalty of perjury that you have a good faith belief the material was removed as a result of mistake or misidentification.
- (d) Your name, postal address and telephone number, and a statement that you consent to the jurisdiction of the courts of the district in which your address is located, or if your address is outside the United States, of any district in which Track Metrics Limited may be found, and that you will accept service of process from the person who gave the original notice.

We will send your counter notice to the person who complained. Unless they tell us they have started court proceedings, we may restore the material in not less than 10 and not more than 14 business days.

5. Repeat infringers

We keep a record of notices and of the accounts they relate to. Where a reseller or a reseller's customer is the subject of repeated properly made notices, we will suspend or terminate the account. We decide this case by case, taking into account how many notices there have been, how serious they are, whether they were contested and whether the account holder has changed how they work.

6. Trade marks and other rights

The procedure above is for copyright. If your complaint concerns a trade mark, a design right, a right of publicity or a personality right, write to the same address and tell us what right you hold, how you hold it, and what you say infringes it. We handle these complaints under the same timetable even though the DMCA formalities do not apply to them. Our Notice and Takedown Policy, linked from the footer of myprintstreet.com, sets out the same process under UK law.

7. Our legal position

We operate this service as a hosting provider. We rely on regulation 19 of the Electronic Commerce (EC Directive) Regulations 2002 in the United Kingdom, section 512(c) of the DMCA in the United States, and Article 6 of the EU Digital Services Act in the European Union. Nothing in this policy is a waiver of any defence available to us, and nothing in it is legal advice.

8. Changes to this policy

We may change this policy. The version number and effective date at the top will tell you which version applies. Material changes will be notified to resellers through the platform.