

Notice and takedown policy

Reporting content that infringes your rights

MyPrintStreet is a trading name of Track Metrics Limited, a company registered in England and Wales with company number 09639341. Version 1.1, effective 21 October 2026.

1 What this policy covers

- 1.1 MyPrintStreet is a platform. Resellers and their customers upload their own designs, images, logos and text, and we print and ship the products they order. We do not create that content and we do not check every item before it is printed.
- 1.2 This policy explains how to tell us about content on the platform that you believe infringes your rights, what we will do about it, and what the person who uploaded the content can do in response.
- 1.3 It applies to copyright, trade marks, registered and unregistered design rights, image rights and rights in a person's name or likeness. For anything else — defamatory content, personal data, or content you believe is unlawful for another reason — write to us at the same address and we will direct your complaint to the right process.
- 1.4 This policy sits alongside our Acceptable Use and Content Policy, our Platform User Terms and our Reseller Terms of Service.

2 Before you send a notice

- 2.1 We take infringement seriously, and we would rather deal with a well-prepared notice than a quick one. Two things are worth knowing first.
- 2.2 **We may not be the fastest route.** The content belongs to a reseller or their customer. Where you can identify them, contacting them directly often resolves the matter sooner, and we will still act if it does not.
- 2.3 **A notice has consequences.** Acting on a notice means removing someone's product and may mean cancelling orders. Knowingly making a materially false statement in a notice may make you liable for the loss it causes. Please be sure of your rights before you send one.

3 How to send a notice

- 3.1 Email support@myprintstreet.com with the subject line **"Notice and takedown"**. The subject line matters: it is how your notice is picked out from general enquiries and passed straight to the person who handles it. Please include all of the following, because a notice missing any of it will take us longer to act on:

	What we need	Why
a	Your name, postal address, email address and telephone number	So we can reply to you and pass your notice to the person who uploaded the content
b	Whether you are the rights holder or are authorised to act for them, and for whom	So we know we are dealing with someone entitled to complain
c	What right you hold, and evidence of it — for a registered trade mark, the registration number and territory; for copyright, a description of the work and when and by whom it was created	So we can see the right exists and what it covers

d	Exactly where the content is: the product page address, the store name, an image of the product, or an order reference	So we remove the right item
e	Why you believe the content infringes your right	So we can assess it rather than guess
f	A statement that you believe in good faith that the use is not authorised by you, your agent or the law	Required for us to act on your notice
g	A statement that the information in your notice is accurate	Required for us to act on your notice
h	Your electronic signature, which can simply be your typed full name	To confirm the notice is yours

3.2 If your notice covers several items, please list them individually. A single notice can cover any number of items.

4 What we do when we receive a notice

Step	What happens	When
1	We acknowledge your notice by email and give it a reference number	Within 1 working day
2	We review the notice and decide whether the content should be removed. If the notice is incomplete or the position is unclear, we will come back to you	Within 5 working days
3	If we decide the content infringes, or may well do, we remove it or disable access to it	Same day as the decision
4	We tell the person who uploaded it, give them a copy of your notice, and explain how to object	Same day as removal
5	We tell you what we have done	Same day as removal

We may remove content faster than these timescales where the infringement is obvious, and we may take longer where a notice raises a genuine question that we need advice on. If we do, we will tell you.

5 Orders already placed

- 5.1 If the item has already been ordered but not yet printed, we will normally cancel it. If it has been printed or shipped, we cannot recall it, but we will stop any further orders.
- 5.2 Refunds to the end customer are a matter between that customer and the reseller they bought from, under the reseller's own terms of sale.

6 If your content was removed: how to object

- 6.1 If we remove your content and you believe we were wrong, email **support@myprintstreet.com** with the subject line **"Takedown objection"**, quoting the reference number we gave you, with:
- your name, address, email and telephone number;
 - what was removed and where it was;
 - why you believe you are entitled to use it — for example a licence, your own prior right, or that the use is not infringing;
 - a statement that the information you have given is accurate; and
 - your typed full name as an electronic signature.

- 6.2 We will pass your objection to the person who sent the original notice. If they do not tell us within **10 working days** that they have started legal proceedings about the content, we may restore it.
- 6.3 We are not a court. Where both sides have an arguable case, we will usually keep the content down and leave the dispute to be resolved between you.

7 Repeat infringement

- 7.1 Accounts that repeatedly upload infringing content will be suspended or closed. We treat three upheld notices against the same account within any twelve-month period as repeat infringement, and we may act sooner where the infringement is deliberate or large scale.
- 7.2 Where an account is closed for repeat infringement, we may also close other accounts operated by the same person or business.

8 Records and privacy

- 8.1 We keep a record of every notice, what we decided, what we removed and when. We keep these records for six years.
- 8.2 We will pass your notice, including your contact details, to the person who uploaded the content, because they are entitled to know who has complained and why. Do not include anything in your notice that you are not willing for them to see.
- 8.3 We handle personal data in your notice in accordance with our Privacy Policy.

9 Contact

Notices, objections and all other enquiries: **support@myprintstreet.com**. Please use the subject line "Notice and takedown" or "Takedown objection" so that your message reaches the right person promptly.

Track Metrics Limited, company number 09639341.