



# TERMS AND CONDITIONS FOR PHYSICAL PRODUCTS

Cantorin (a brand of HelixOneGlobal)

Last Updated: 17 February 2026

## 1. ABOUT US

### 1.1 Legal Entity and Brand Clarification

HelixOneGlobal is the sole legal entity, seller, and contracting party for all purchases made via [www.cantorinworld.com](http://www.cantorinworld.com). Cantorin is a trading brand of HelixOneGlobal and has no separate legal standing. Nothing in these Terms creates a separate legal entity, partnership, or agency in relation to the Cantorin brand.

Unless stated otherwise in writing, all contractual rights and obligations rest with HelixOneGlobal.

Registered Address: Suite RA01, 195-197 Wood Street, London, E17 3NU, United Kingdom

Contact Email: [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com)

VAT Number: [To be inserted if VAT registered]

### 1.2 Related Policies (Separate Documents)

Additional terms are set out in separate policies incorporated by reference into these Terms:

- Shipping Policy: [Shipping Policy URL]
- Returns & Refunds Policy: [Returns Policy URL]
- Privacy Policy: [Privacy Policy URL]

If there is any conflict between these Terms and a policy, the policy applies only to the topic it covers, and these Terms apply to everything else — subject always to your statutory rights.

## 2. DEFINITIONS

In these Terms:

- “We”, “us”, “our” means HelixOneGlobal (trading as Cantorin).
- “You”, “your” means the person using the Website and/or purchasing products from us.
- “Website” means [www.cantorinworld.com](http://www.cantorinworld.com) and any pages, checkout flows, and related subdomains.
- “Products” means physical goods made available for purchase on the Website.
- “Order” means a request by you to purchase Products via the Website.
- “POD” means print-on-demand, where Products are manufactured individually after an Order is placed.
- “Fulfilment Partner” means Printify and/or its network of third-party print providers and logistics partners used to manufacture and ship POD Products.

## 3. ACCEPTANCE OF THESE TERMS

### 3.1 Acceptance

By accessing or using the Website and/or placing an Order, you agree to be legally bound by these Terms and confirm you have the legal capacity to do so. If you do not agree, you must not place an Order.

### **3.2 Updates**

We may update these Terms at any time by posting an updated version on the Website with a revised “Last Updated” date. The version in force at the time you place your Order applies to that Order. Continued use of the Website after changes are posted constitutes acceptance of the revised Terms for future purchases.

## **4. ELIGIBILITY**

### **4.1 Age and Authority**

To place an Order you must be at least 18 years old (or have consent from a parent/guardian) and able to enter into a legally binding contract.

### **4.2 Accurate Information**

You agree to provide accurate, complete, and up-to-date information (including delivery address and contact details). We are not responsible for issues arising from incorrect details you provide.

## **5. PRODUCTS — PRINT ON DEMAND**

### **5.1 Made-to-Order Manufacturing**

All Products are manufactured on a print-on-demand basis via our Fulfilment Partner. Products are made specifically for you after purchase; we hold no physical inventory.

You acknowledge that:

- Minor variations in colour, print placement, sizing, and finish are inherent to the manufacturing process and do not constitute defects.
- Production tolerances (including DTG print placement deviation of up to 0.5 inches in any direction) are within acceptable limits and are not grounds for a refund or replacement.
- Product images are illustrative only; display settings and production processes may affect the final appearance.

### **5.2 Fulfilment Partner (Printify) and EU Representative**

To fulfil your Order, we transmit Order details to our Fulfilment Partner, Printify, which routes Orders to its network of print providers. Your Product is manufactured to order and shipped to the address you provide.

Printify EU Representative (GPSR contact):

HONSON VENTURES LIMITED | [gpsr@honsonventures.com](mailto:gpsr@honsonventures.com) | 3, Gnaftis House flat 102, Limassol, Mesa Geitonia, 4003, CY

### **5.3 Consumer Cancellation Rights (Made-to-Order Exemption)**

Because Products are made to order, the standard 14-day cancellation right does not apply under the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (Regulation 28(1)(b)) and comparable EU rules. This does not affect your statutory rights for faulty or misdescribed goods. See our Returns & Refunds Policy: [Returns Policy URL].

## **6. ORDERING AND PAYMENT**

### **6.1 Product Information**

We make reasonable efforts to ensure Product descriptions, specifications, and images are accurate, but do not guarantee content is error-free, complete, or current.

**Specific Product Information — Gildan 64000L:**

- EU & Northern Ireland warranty: 2-year warranty as per Directive 1999/44/EC.
- Hazard warning: For adults.
- Care instructions: Machine wash cold (max 30°C), non-chlorine bleach as needed, tumble dry medium, do not iron, do not dry clean.

If a Product is not as described or is faulty, your remedies are set out by law and in our Returns & Refunds Policy: [Returns Policy URL].

## **6.2 Placing an Order**

To place an Order, you must provide accurate contact and delivery information, have a valid payment method, and complete the checkout process (which constitutes an offer to purchase).

## **6.3 Order Confirmation (Receipt Only)**

An automated confirmation email acknowledges receipt of your Order. This is not acceptance of your Order.

## **6.4 Acceptance and Contract Formation**

A legally binding contract is formed only when HelixOneGlobal accepts your Order for production (for example, by submitting it to our Fulfilment Partner for dispatch).

## **6.5 Refusal or Cancellation Before Acceptance**

We reserve the right to refuse or cancel any Order for any lawful reason, including (without limitation):

- Product unavailability
- Pricing or content errors
- Suspected fraud or payment issues
- Breach of these Terms
- Delivery address restrictions

If we cancel after payment has been taken, we will refund you.

## **6.6 Changes and Cancellation After Acceptance**

Once an Order is accepted for production it generally cannot be modified or cancelled. Contact us immediately at [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com) and we will try to assist, but cannot guarantee changes are possible.

## **6.7 Pricing, Taxes, and Customs**

Prices may change without notice. The price displayed at checkout at the time of purchase applies to your Order. International orders may incur customs duties, import VAT, and handling fees; you are responsible for these. See our Shipping Policy: [Shipping Policy URL].

## **6.8 Pricing Errors**

If we discover a pricing error after an Order is placed, we will contact you and offer the option to proceed at the correct price or cancel for a full refund. If we cannot contact you, the order will be treated as cancelled and any payment refunded.

## **6.9 Payment Security and Authorisation**

Payment details are encrypted and processed by our PCI-DSS compliant payment processor. HelixOneGlobal does not store complete payment card details. By providing payment information, you confirm you are authorised to use the payment method and that sufficient funds are available. We may use fraud screening; Orders flagged as high risk may be delayed or cancelled.

# **7. SHIPPING AND IMPORT RESPONSIBILITY**

Shipping, delivery estimates, tracking, and customs responsibilities are set out in our Shipping Policy: [Shipping Policy URL].

Delivery estimates are not guarantees. For international orders, you are the importer of record and are responsible for all applicable customs duties, import VAT/GST, compliance with local laws, and any handling or clearance fees. We are not responsible for delays or costs caused by customs authorities or carriers.

## **8. RETURNS, DEFECTS, AND INCORRECT ITEMS**

### **8.1 No Returns for Change of Mind or Customer Error**

Because Products are made to order, returns are not accepted for change of mind or customer error (including ordering the wrong size, colour, or model, or providing an incorrect address), except as set out below.

### **8.2 Reporting Defects or Incorrect Items**

If you receive a Product that is defective, damaged in transit, or materially incorrect due to our error, you must contact us at [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com) within 30 days of delivery with:

- Your order number
- A clear description of the issue
- Photographs showing the defect, the full item, the product label, and the packaging (for damage claims)

### **8.3 Assessment and Resolution**

We will assess valid claims within 1–3 business days. Where a claim is validated, we will offer one of the following remedies at our sole discretion:

- Free reprint / replacement shipped at no additional cost
- Full refund to the original payment method within 5–10 business days
- Partial refund where the defect does not substantially affect use or appearance

We may require return or destruction (with proof) of defective items before issuing a remedy. Do not return items without prior authorisation.

### **8.4 Claims Deadline**

All claims must be submitted within 30 days of delivery. Claims submitted after this period will not be accepted except where prohibited by applicable law. This does not override your statutory limitation periods as a consumer.

### **8.5 Exclusions**

The following are not eligible for replacement or refund:

- Damage from improper care, washing, or use
- Normal wear and tear
- Subjective dissatisfaction with colour, style, or design where the product matches its description
- Fit issues where the item matches the size chart measurements
- Variations within stated production tolerances (Section 5.1)
- Issues reported outside the 30-day window
- Products purchased from unauthorised third parties
- Customer errors where the product matches the order placed

## **9. DELIVERY FAILURES**

If a shipment is returned undeliverable due to an incorrect address, refusal to accept delivery, failure to collect, or non-payment of customs charges, HelixOneGlobal is not responsible for the original shipping outcome. We may, at our discretion, offer reshipment

subject to additional production and shipping fees, or a partial refund of the product cost only (excluding original shipping). We are under no obligation to act where a package is abandoned or destroyed.

## **10. PRODUCT CARE AND USE**

### **10.1 Care Instructions**

Printed Apparel: Turn inside out before washing. Machine wash cold (30°C or below). Do not bleach. Tumble dry low or hang to dry. Do not iron directly on printed areas. Do not dry clean unless the label states otherwise.

Drinkware and Ceramics: Hand wash recommended unless stated dishwasher-safe. Do not microwave unless stated microwave-safe. Avoid abrasive cleaning tools.

Other Products: Follow any care labels or product-specific instructions included with your item.

### **10.2 Exclusion for Improper Care**

Damage caused by failure to follow care instructions — including print fading, cracking, peeling, shrinkage, or breakage — is not covered under our quality guarantee and is not eligible for refund or replacement.

### **10.3 Sizing Guidance**

Size charts are provided in each product listing. We strongly recommend comparing measurements before ordering. We are not responsible for fit issues where the received item matches the applicable size chart.

## **11. THIRD-PARTY SERVICES**

HelixOneGlobal uses third-party providers including payment processors, fulfilment partners, and carriers to deliver its services. While we carefully select these partners, we are not liable for their acts, omissions, delays, errors, or failures, except where required by applicable law. We will make reasonable efforts to assist you in resolving issues with third-party providers and will pursue available remedies against them where appropriate.

## **12. CONSUMER RIGHTS (UK AND EU)**

### **12.1 Statutory Rights Unaffected**

Nothing in these Terms affects your statutory rights under applicable consumer protection legislation, including:

#### **United Kingdom:**

- Consumer Rights Act 2015
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- Consumer Protection from Unfair Trading Regulations 2008

#### **European Union:**

- Consumer Rights Directive 2011/83/EU
- Sale of Goods Directive 1999/44/EC
- Unfair Commercial Practices Directive 2005/29/EC

Where any provision of these Terms conflicts with mandatory consumer protection legislation, the statutory provisions shall prevail to the extent of the conflict.

### **12.2 Conformity with Contract**

Under the Consumer Rights Act 2015 (UK) and Sale of Goods Directive 1999/44/EC (EU), goods must be of satisfactory quality, fit for purpose, and match their description. If goods do not conform, you have statutory rights to repair, replacement, price reduction, or rejection. Our process in Section 8 is designed to facilitate these rights.

### **12.3 Time Limits**

UK Consumers: Up to 6 years (5 in Scotland) to bring a claim. For the first 6 months after delivery, defects are presumed to have existed at the time of delivery unless we can prove otherwise.

EU Consumers: Typically 2 years under national implementing laws (longer in some member states).

Our 30-day reporting period (Section 8.4) enables timely investigation but does not override statutory limitation periods.

### **12.4 Alternative Dispute Resolution**

EU Consumers: The European Commission provides an ODR platform at <https://ec.europa.eu/consumers/odr>. We will consider participation on a case-by-case basis.

UK Consumers: If we cannot resolve a dispute informally, you may refer it to an applicable ADR scheme. Contact us for information.

## **13. INTELLECTUAL PROPERTY RIGHTS**

### **13.1 Ownership**

All content on the Website — including designs, artwork, graphics, logos, text, and trade marks — is owned by HelixOneGlobal or its licensors, and is protected by UK, EU, and international intellectual property law.

### **13.2 Limited Licence**

Purchase of a product grants a personal, non-exclusive, non-transferable licence for personal, non-commercial use only. No intellectual property rights in the designs or trade marks are transferred.

### **13.3 Restrictions**

Without our express written permission, you may not reproduce, distribute, modify, or commercially exploit our designs or trade marks, or use them in any way that implies endorsement or affiliation.

### **13.4 Trade Marks**

“Cantorin” and the Cantorin logo are trade marks of HelixOneGlobal. Unauthorised use is prohibited and may constitute infringement.

### **13.5 Copyright Infringement**

If you believe content on the Website infringes your copyright, contact us at [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com) with details of the work, its location, your contact information, and a statement of good faith belief, signed under penalty of perjury.

## **14. LIMITATION OF LIABILITY**

### **14.1 Maximum Liability Cap**

To the maximum extent permitted by law, HelixOneGlobal’s total aggregate liability to you for any claim arising from your purchase or use of Products or the Website shall not exceed the amount you paid for the specific product(s) giving rise to the claim.

### **14.2 Exclusion of Consequential and Economic Loss**

To the maximum extent permitted by law, HelixOneGlobal is not liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to:

- Loss of profits or revenue
- Business interruption
- Loss of data or goodwill
- Reputational damage

- Loss of business opportunity

This exclusion applies even where HelixOneGlobal has been advised of the possibility of such losses.

### **14.3 Third-Party Providers**

We are not liable for delays, errors, or failures caused by third-party fulfilment, production, payment, or shipping services, or for payment processing errors or security breaches on third-party platforms.

### **14.4 Essential Purpose and Severability**

Some jurisdictions do not permit exclusion of incidental or consequential damages. In such jurisdictions, liability is limited to the maximum extent permitted by law. If any limitation is found unenforceable, it shall be modified to the minimum extent necessary to make it enforceable.

### **14.5 Consumer Rights Exception**

Nothing in this Section 14 excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory consumer rights, or any other liability that cannot be excluded or limited by law.

## **15. DISCLAIMERS**

Products and the Website are provided on an “as is” and “as available” basis. To the maximum extent permitted by law, HelixOneGlobal disclaims all implied warranties including merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Website will be uninterrupted or error-free, or that Products will be defect-free or meet specific individual requirements beyond their general description. Statutory consumer rights are not affected.

## **16. INDEMNIFICATION**

You agree to indemnify and hold harmless HelixOneGlobal, its affiliates, officers, directors, employees, agents, licensors, and suppliers from and against all claims, liabilities, damages, losses, costs, and expenses (including reasonable legal fees) arising from:

- Your breach of these Terms
- Your misuse of Products
- Your violation of any applicable law or regulation
- Your infringement of third-party rights
- Any fraudulent or unlawful use of our services

We reserve the right to assume exclusive control of any matter subject to indemnification, in which case you agree to cooperate.

## **17. FORCE MAJEURE**

HelixOneGlobal is not liable for any delay or failure in performance resulting from causes beyond its reasonable control, including acts of God, natural disasters, war, terrorism, civil unrest, strikes, government action, pandemics, failure of utilities or internet services, cyber attacks, or supply chain disruptions. Obligations are suspended for the duration of such events.

## **18. DATA PROTECTION (CROSS-REFERENCE)**

HelixOneGlobal’s collection and use of personal data — including sharing with our Fulfilment Partner, Printify, and its print providers and carriers where necessary to fulfil your Order — is described in our Privacy Policy: [Privacy Policy URL]. By placing an Order, you acknowledge you have read the Privacy Policy.

## **19. GENERAL PROVISIONS**

## **19.1 Entire Agreement**

These Terms, together with our Privacy Policy and any other referenced policies, constitute the entire agreement between you and HelixOneGlobal regarding your purchase and supersede all prior communications, agreements, and understandings, oral or written.

## **19.2 Severability**

If any provision is found invalid or unenforceable, it shall be modified to the minimum extent necessary or severed. The remaining provisions shall continue in full force.

## **19.3 Waiver**

Failure or delay in enforcing any provision shall not constitute a waiver. Any waiver must be in writing and signed by an authorised representative of HelixOneGlobal.

## **19.4 Assignment**

You may not assign your rights or obligations under these Terms. HelixOneGlobal may assign its rights and obligations to any third party without restriction, including in connection with a merger, acquisition, or sale of assets.

## **19.5 No Partnership or Agency**

Nothing in these Terms creates a partnership, agency, employment, or joint venture relationship between you and HelixOneGlobal. You have no authority to bind HelixOneGlobal.

## **19.6 Third-Party Rights**

No third party has any right under the Contracts (Rights of Third Parties) Act 1999 (UK) or any similar legislation to enforce any provision of these Terms.

## **19.7 Notices**

Notices to HelixOneGlobal must be sent to [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com) or to Suite RA01, 195-197 Wood Street, London, E17 3NU, UK. Notices sent by email are deemed received 24 hours after sending; by post, 3 business days (UK) or 7 business days (international).

## **19.8 Language**

These Terms are drafted in English. Any translation is for convenience only. The English version prevails in case of discrepancy.

## **20. GOVERNING LAW AND JURISDICTION**

### **20.1 Governing Law**

These Terms and any disputes or claims arising from them (including non-contractual claims) are governed by and construed in accordance with the laws of England and Wales.

### **20.2 Mandatory Consumer Protections**

Nothing in these Terms is intended to deprive consumers of protections that cannot be excluded under the mandatory laws of their country of residence.

### **20.3 Jurisdiction**

Business Customers: Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

Consumer Customers: You may bring proceedings in the courts of England and Wales or, where mandatory law permits, in the courts of your country of residence. HelixOneGlobal will bring proceedings against you only in the courts of your country of residence.

### **20.4 Informal Resolution**

Before commencing formal legal proceedings, please contact us at [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com) to attempt informal resolution.

### **20.5 ODR (EU Consumers)**

EU consumers may use the European Commission's Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr>. We are not obliged to participate but will consider doing so on a case-by-case basis.

## **21. USER CONDUCT**

### **21.1 Acceptable Use**

You agree to use the Website and Products only for lawful purposes in accordance with these Terms. Prohibited uses include violations of applicable law, fraud, impersonation, unsolicited communications, and infringement of third-party rights.

### **21.2 Restricted Content**

You may not submit or request customisation incorporating defamatory, obscene, discriminatory, or unlawful content, or content that infringes third-party intellectual property or privacy rights, or that exploits or harms minors.

### **21.3 Enforcement**

HelixOneGlobal reserves the right to refuse, cancel, or remove any Order and restrict access to the Website where a breach of this Section 21 or applicable law is reasonably suspected. Unlawful activity may be reported to relevant authorities.

## **22. CONTACT INFORMATION**

For all enquiries, complaints, or returns contact:

Email: [shop@helixoneglobal.com](mailto:shop@helixoneglobal.com)

HelixOneGlobal (trading as Cantorin)

Suite RA01, 195-197 Wood Street, London, E17 3NU, United Kingdom

Website: [www.cantorinworld.com](http://www.cantorinworld.com)

We aim to respond to all enquiries within 1–2 business days (Monday to Friday, excluding UK public holidays). Please include your order number where applicable.

## **23. ACKNOWLEDGEMENT AND ACCEPTANCE**

By placing an order through [www.cantorinworld.com](http://www.cantorinworld.com), you acknowledge that:

- You have read and understood these Terms in full
- You agree to be legally bound by them
- You are at least 18 years of age or have parental/guardian consent
- The information you provide is accurate, current, and complete
- Products are made to order and the standard 14-day cancellation right does not apply
- You accept the limitations on returns, refunds, and liability set out in these Terms
- You consent to the processing of your personal data as described in our Privacy Policy

If you do not agree to these Terms, you must not place an order.

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*Cantorin is a trading brand of HelixOneGlobal.*

**End of Terms and Conditions**