



Shipping Policy

Effective Date: 17 February 2026 **Last Updated:** 17 February 2026

This Shipping Policy applies to all orders placed on CantorinWorld.com. "Cantorin" is a brand of HelixOneGlobal (www.helixoneglobal.com). All products are made-to-order and produced by our print-on-demand partner, Printify ("Fulfillment Partner"). Printify is the contracting party for fulfillment services in relation to the production and shipping of your made-to-order products. This means your item is created specifically for you once you place your order.

Estimated production time: 2–7 business days (estimate only)

Once your order is confirmed and payment is received, your product will be sent to our Fulfillment Partner for production. Production times vary depending on the product type, seasonality, and current order volume, and are estimates only (not guarantees). You will receive an email notification when your order has been produced and shipped.

Shipping times vary depending on your location and the carrier service selected at checkout:

- **United Kingdom:** 3–5 business days (after production) (estimate only)
- **Europe:** 5–10 business days (after production) (estimate only)
- **United States:** 7–14 business days (after production) (estimate only)
- **Rest of World:** 10–20 business days (after production) (estimate only)

All production and shipping timelines are estimates and not guaranteed delivery dates. Delays may occur due to factors beyond our control, including carrier disruptions, weather, public holidays, peak periods, customs processing, or incorrect/incomplete address details.

Shipping costs are calculated at checkout based on:

- Your delivery address
- The weight and dimensions of your order
- Your selected shipping method (if applicable)

All shipping costs will be clearly displayed before you complete your purchase.

Once your order has been dispatched, you will receive a shipping confirmation email containing:

- Your tracking number
- A link to track your package

Please allow 24–48 hours for tracking information to become active in the courier's system.

Importer of Record / Import Duties and Taxes: For orders shipped internationally, you (the customer) are the “Importer of Record” and are responsible for complying with all applicable import laws and for paying any import duties, local taxes (including VAT/GST), customs clearance fees, handling fees, or other charges imposed by your country. These charges are not included in your order total and are payable directly to the courier or customs authority upon delivery.

Customs Delays: Cantorin is not responsible for delays caused by customs clearance. Processing times vary by country and are beyond our control.

7.1 Lost or Stolen Packages

If your tracking information shows that your package was delivered but you have not received it, please:

- Check with neighbours or building reception
- Verify the delivery address on your order confirmation
- Contact the courier directly using your tracking number

Cantorin is not responsible for packages marked as "delivered" by the courier. If you believe your package is lost, please contact us at shop@helixoneglobal.com within 7 days of the expected delivery date.

7.2 Undelivered / Undeliverable Packages (Wrong Address, Failed Delivery, Returned to Sender)

You are responsible for providing a complete and accurate shipping address at checkout. If a package is not delivered or is returned to sender due to an incorrect, incomplete, or outdated address provided by you, or due to a failure to collect the package from the carrier/pickup point, we may offer (at our discretion) one of the following options:

- **Reshipment:** We can reship the order once it is returned (or once the carrier confirms return), but you will be responsible for the cost of the new shipping fee (and any applicable reprocessing fee charged by the Fulfillment Partner).
- **Partial refund:** If reshipment is not requested or not possible, we may issue a partial refund for the item(s) only (excluding shipping and any handling fees), once the item is returned and assessed.

If the package is not returned to sender (for example, it is disposed of by the carrier or held and then destroyed), we may be unable to offer a refund or replacement.

7.3 Damaged in Transit

If your package arrives damaged, please contact us immediately at shop@helixoneglobal.com with photos of the damaged item and packaging. We will arrange a free replacement in accordance with our Return Policy.

Once an order has been sent to production, we cannot change the shipping address. Please ensure your delivery address is correct before completing your purchase.

If you have any questions about shipping, please contact us at:

Email: shop@helixoneglobal.com **Website:** CantorinWorld.com

EU Representative (GPSR)

For EU General Product Safety Regulation (GPSR) compliance, our EU Representative is:

HONSON VENTURES LIMITED **Email:** gpsr@honsonventures.com **Address:** 3, Gnaftis House flat 102, Limassol, Mesa Geitonia, 4003, CY.

Note: This Shipping Policy should be read in conjunction with our Terms and Conditions and Return Policy.