Memories Journal – Terms and Conditions

Last updated: November 5, 2026

Terms of Service, Production & Shipping

These terms apply to orders placed through PostBox for the Memories Journal service. By placing an order, the customer acknowledges and agrees to the terms set out below, subject to any rights that cannot be excluded under applicable law.

1. General Terms & Service Responsibility

The Memories Journal service is provided to PostBox users through third-party service providers responsible for production, printing, binding, and shipping. PostBox acts as the platform through which the service is ordered and is not directly responsible for the quality or delivery timelines of services performed by third-party providers.

However, PostBox will make every reasonable effort to ensure a high-quality product and customer experience and will assist in resolving any issues that may arise.

2. Pricing

Production and shipping costs may vary depending on the destination country, the number of pages in the journal, printing costs, materials, and shipping method. The final price will be displayed before the order is confirmed.

Production costs are calculated, among other factors, based on the total number of postcards included in the journal. PostBox is not responsible for any VAT or taxes that may apply according to the regulations of the recipient's country.

PostBox credits cannot be used to purchase the Memories Journal.

3. Journal Structure

The total size of the Memories Journal is determined by the content selected by the user and includes cover page, back page, “next trip” postcard. Additional “passport” pages can be added according to the user decision. Users may choose to exclude the passport pages from the beginning of the journal, subject to the options available during the ordering process.

The size of the memories Journal is standard A5 with high-quality paper, printed with premium color with gloss finished cover pages. To have easy to view structure we will use spiral (coil) binding that may have about 13 mm bleeding on the pages. This is taking into account while generating the printing file.

The memory journal is a different product than the postcards, therefore its manufacture, material and standards are different.

The journal preview (“Preview my book”) is for demonstration purposes only. The final printed version could be varied by colors, texture, size and structure.

It is the user's responsibility to complete and verify the current details before placing the order, such as: contact details, address, mail and memory journal settings.

4. User Content & Responsibility

Users are solely responsible for all content submitted for inclusion in their Memories Journal, including photographs, text, captions, and any other materials.

Users confirm that they hold the necessary rights and permissions to use such content and that it does not infringe upon any third-party rights, including copyright or privacy rights.

PostBox is not responsible for the content, accuracy, legality, or quality of the photographs and text submitted for printing. Users are responsible for reviewing and approving all content before placing their order.

5. Production & Shipping Times

The estimated fulfillment process is as follows:

- Order Processing: Approximately 24 hours from order placement before the order is submitted for printing.
- Printing & Production: Approximately 7–10 business days, including printing, trimming, binding, and finishing.
- Packaging: Following completion of production, the journal is prepared for shipment.
- Shipping: Delivery times vary depending on the destination, shipping method, carrier, and time of year. An estimated time frame will be presented to the user while placing the order.

All stated timelines are estimates only and are not guaranteed. Delays may occur due to seasonal demand, material availability, production capacity, customs procedures, shipping carriers, or circumstances beyond PostBox's reasonable control.

6. Cancellations & Refunds

Customers may cancel their order and receive a full refund within 24 hours of placing the order.

After the 24-hour period, the order proceeds to the printing and production process and is no longer eligible for cancellation or a full refund due to a change of mind or personal preference.

Any refund or compensation request submitted after this period will be handled in accordance with these Terms of Service and applicable consumer protection laws.

7. Production Defects & Delayed Deliveries

If a Memories Journal is delivered with defects resulting from the printing or production process, or if delivery has not been completed within 14 calendar days after the estimated delivery date, customers may contact PostBox Customer Support for assistance.

Customers should provide relevant details and supporting photographs where applicable.

Each case will be reviewed individually. Depending on the circumstances, PostBox Customer Support may offer an appropriate solution, which may include:

- A replacement or reprint of the Memories Journal.
- A refund, where deemed appropriate.
- Another suitable solution agreed upon by PostBox.

PostBox will make reasonable efforts to coordinate directly with its third-party production and shipping providers to investigate and resolve such issues.

The 24-hour full-refund cancellation policy does not eliminate PostBox's commitment to addressing genuine manufacturing defects or qualifying delivery delays.

Consumer rights apply in accordance with the laws of PostBox's country of registration.

8. Intellectual Property & Ownership

All intellectual property rights relating to the Memories Journal service and its original design elements belong exclusively to PostBox. This includes, but is not limited to, the Memories Journal name, branding, front and back cover designs, layouts, templates, graphic elements, illustrations, visual identity, and other design components developed or provided by PostBox.

Users are granted a limited, non-exclusive, non-transferable right to use these designs solely for the purpose of creating and ordering their personal Memories Journal. No part of the design, branding, or visual materials may be copied, reproduced, modified, distributed, or used commercially without prior written permission from PostBox.

For clarity: User-submitted photographs, postcards, text, and other personal content remain the property of their respective owners. This section does not transfer ownership of user-generated content to PostBox.

For any question, contact the PostBox support team at support@postbox.ink

PostBox ❤ Good things take time