Terms of Use

Last updated: November 5, 2026

Welcome to PostBox ("PostBox", "the Platform", "we", "us", or "our"). These Terms of Use ("Terms") govern your access to and use of the PostBox website, application, and all related services, features, postcards, stamps, designs, and content made available through the Platform.

By accessing or using PostBox, you confirm that you have read, understood, and agree to be bound by these Terms. If you do not agree to these Terms, you may not use the Platform.

1. Respectful and Responsible Use

PostBox is designed to help people create, share, and send postcards in a positive, creative, and respectful environment.

All users are expected to treat others with kindness and respect, whether communicating with friends, family members, or strangers.

Be kind. Harassment, bullying, hate speech, threats, explicit content, or illegal activity are not permitted in any postcard or other content created or sent through PostBox — whether it is intended for a friend or a stranger.

You may not use the Platform to:

- Harass, threaten, intimidate, bully, or abuse others.
- Publish or distribute hate speech, discriminatory, or offensive content.
- Send sexually explicit or otherwise inappropriate content.
- Promote, facilitate, or engage in illegal activity.
- Impersonate another person or organization.
- Violate another person's privacy, safety, or rights.
- Interfere with or negatively affect another user's experience.
- Use the Platform in any way that is abusive, harmful, fraudulent, or inconsistent with its intended purpose.

Accounts that violate these rules may receive a warning, be restricted, temporarily suspended, frozen, or permanently blocked, depending on the severity and circumstances of the violation.

2. Reasonable and Acceptable Use

Users must use PostBox in a reasonable manner and in accordance with the intended purpose of the Platform.

You may not engage in excessive, unusual, abusive, manipulative, automated, or otherwise unreasonable use of the Platform. This includes, but is not limited to, attempts to circumvent technical limitations, exploit promotions or benefits, create an unreasonable burden on the Platform's systems, or otherwise use the Platform in a manner that differs significantly from normal and accepted use.

PostBox reserves the right to restrict, suspend, or block a user if their use of the Platform exceeds reasonable or accepted use, even if such activity is not specifically listed elsewhere in these Terms.

3. Respect for Other Users

Users must respect the privacy, rights, and personal boundaries of other users.

You may not use PostBox to:

- Send repeated or unwanted communications.
- Collect personal information about other users without authorization.
- Share another person's personal information, address, or contact details without their permission.
- Damage another person's reputation or violate their privacy.
- Use information obtained through the Platform for unauthorized purposes.
- No politics or hate speech of any kind.

PostBox reserves the right to take action against users whose behavior is inappropriate, disrespectful, unsafe, or harmful to other members of the PostBox community.

4. Copyright and Intellectual Property

All postcards, stamps, designs, graphics, illustrations, content, features, and other materials available through PostBox are protected by applicable intellectual property laws and belong to PostBox, its licensors, or the relevant rights holders.

Unless expressly authorized in writing by PostBox or the applicable rights holder, you may not:

- Copy or reproduce postcards, stamps, designs, or other content from the Platform.

- Duplicate, distribute, publish, sell, market, license, or commercially exploit any postcards, stamps, or other Platform content.
- Create derivative works based on PostBox content.
- Use PostBox content outside the intended functionality of the Platform.
- Present, resell, or distribute any PostBox postcard or stamp as an independent product or as part of another product.

Any unauthorized use of PostBox content or intellectual property may result in the removal of content, restriction or termination of an account, and any other action available to PostBox under applicable law.

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.

5. PostBox Name, Brand, and Trademarks

The PostBox name, logo, icons, slogans, trademarks, trade dress, and all other brand identifiers appearing on the Platform belong to PostBox or the relevant rights holders.

You may not copy, reproduce, distribute, modify, display, or otherwise use any PostBox brand assets without prior written permission from PostBox. This includes UI/UX elements, sounds and effects. Postcard designs, artworks and templates are unique and belong to PostBox.

6. Third-Party, Pixabay and AI Content

Certain images available within the PostBox postcard gallery are sourced from Pixabay, a platform offering free-to-use content contributed by its community of photographers and artists.

These images are used in accordance with the applicable Pixabay Content License. Images may undergo light editing within the PostBox Platform, including cropping, adjustments, or other minor modifications before being made available for use.

PostBox gratefully acknowledges Pixabay and its community of contributors for making these images available.

PostBox platform contains AI generated content such as designs, stamps, postcards and animations. Part of the content have been created by our artists and used as a reference for our unique designs. Therefore all our designs are protected and intellectual property of PostBox.

7. Privacy and Personal Information

PostBox values and seeks to protect the privacy of its users.

Users must also respect the privacy of others and may not misuse any personal information obtained through the Platform.

You may not:

- Collect another user's personal information without authorization.
- Publish, share, or distribute another person's private or personal information without their consent.
- Use contact information obtained through PostBox for unauthorized purposes.
- Sell, transfer, or exploit another user's personal information.

PostBox's collection and handling of personal information are also governed by the Platform's Privacy Policy, which forms an integral part of the rules governing the use of the Platform.

8. Enforcement and Platform Administration

PostBox administrators and authorized representatives reserve the right, at their discretion and subject to applicable law, to take action when a user violates these Terms or uses the Platform in an inappropriate, harmful, or unreasonable manner.

Such action may include:

- Issuing a warning.
- Requesting the removal or modification of content.
- Restricting certain Platform features.
- Temporarily freezing or suspending an account.
- Removing content that violates these Terms.
- Temporarily or permanently blocking a user.
- Terminating or deleting an account, subject to applicable law.

PostBox may also take action where a user's conduct is inconsistent with the purpose, safety, fairness, or proper operation of the Platform, or where their use is excessive, unusual, or outside normal and accepted use.

9. Cancellation & Refund Policy

At PostBox, we want our customers to have a positive and reliable experience. This policy explains the conditions for cancelling orders, subscription cancellations, refunds, defective products, and undelivered mail.

9.1. Postcard Orders – Cancellation

- Customers may request a cancellation within 24 hours of placing an order and receive a full refund.
- After the 24-hour cancellation window has passed, orders cannot be cancelled or refunded, except where otherwise required under applicable consumer protection laws or as provided in this policy.
- Please refer to the delays and defects provisions below.

9.2. Mail Club Subscriptions – Cancellation & Refunds

- Customers may cancel their Mail Club subscription at any time.
- Cancellation will take effect from the next billing cycle, meaning no further subscription charges will be made from the following month.
- If the current subscription period has already started, customers may be eligible for a proportional refund for mail items that have not yet been dispatched.
- Items that have already been dispatched are not eligible for a refund.

Example: If a weekly subscription includes four mail items and one item has already been dispatched, the customer will be eligible for a refund of 3/4 of the subscription price, representing the three items that have not yet been dispatched.

Refunds are calculated based on the proportion of items that have not been dispatched.

9.3. Defective or Damaged Postcards

If a customer receives a product that is defective or damaged due to a manufacturing or printing defect, they may contact PostBox to request assistance.

After reviewing the claim, PostBox reserves the right to determine the appropriate resolution, which may include:

- Sending a replacement product at no additional cost.
- Issuing a full or partial refund, depending on the circumstances.

PostBox may request photographs or other relevant information to verify the reported defect.

This provision does not limit any mandatory consumer rights under applicable law.

9.4. Shipping & Delivery Estimates for Postcards

9.4.1. Processing and Printing Time

Order preparation and printing may take approximately 2–4 business days. This processing period is separate from and additional to the estimated shipping time.

9.4.2. Estimated International Delivery

Postcards and other mail items shipped from South Korea via standard international airmail are generally expected to arrive within 15–30 calendar days from the actual dispatch date.

Delivery estimates vary depending on the destination country and local postal services.

The following delivery estimates are provided as a general guide:

Destination	Estimated Delivery
Asia (Korea, Japan)	1–2 weeks
Rest of Asia	2–3 weeks
Europe	3–4 weeks
North America	2–3 weeks
Middle East	4–5 weeks
Oceania (Australia, New Zealand)	2–3 weeks
Africa & Latin America	4–5 weeks

These estimates are not guaranteed delivery dates.

Estimated production and delivery times are provided for general informational purposes only and may vary.

The production, printing, fulfillment, and delivery of physical postcards may be affected by unexpected circumstances or factors outside PostBox's reasonable control, including but not

limited to production delays, postal or courier delays, technical issues, supply disruptions, weather conditions, customs procedures, or other third-party operational issues.

9.4.3. Shipping Delays

Delivery times may be affected by circumstances beyond PostBox's control, including:

- Public holidays and peak mailing periods.
- Customs inspections and clearance procedures.
- Delays caused by local postal services.
- Other international shipping disruptions.

Standard international airmail may not provide end-to-end shipment tracking.

The production and delivery of physical postcards and products are carried out by independent third-party service providers, including printing, fulfillment, postal, and delivery partners.

Accordingly, PostBox does not directly control the production or delivery process and cannot guarantee that a postcard will be produced, dispatched, or delivered within a specific timeframe.

To the fullest extent permitted by applicable law, PostBox shall not be responsible for delays, interruptions, or failures caused by third-party service providers or circumstances beyond PostBox's reasonable control. However, PostBox may, where appropriate, make reasonable efforts to assist users in investigating or resolving delivery-related issues.

9.4.4. Undelivered Mail

If a mail item has not arrived within 14 additional calendar days after the end of the estimated 30-day delivery period, meaning 44 calendar days from the actual dispatch date, the customer will be entitled to choose one of the following solutions:

- Full Refund: A full refund for the undelivered item.
- Replacement Shipment: A replacement of the undelivered item at no additional cost.

The customer may choose their preferred option.

This provision applies to items that have not been delivered and does not affect any additional rights available under applicable consumer protection laws.

9.5. Refunds

- Approved refunds will be issued to the original payment method whenever possible.
- Processing times may vary depending on the payment provider and financial institution.
- Currency conversion rates and bank fees may affect the final amount received by customers paying in a different currency.

9.5.1. Refunds for Purchased Credits

- Customers may request a refund for purchased credits only if none of the credits included in the original credit purchase transaction have been used.
- Refunds will be calculated based on the original credit package price, after deducting any discounts, promotional offers, bonuses, or other benefits applied at the time of purchase.
- If any credits from the original transaction have been used, the purchase will no longer be eligible for a refund, subject to applicable consumer protection laws.

9.5.2. Refunds for Purchases Made Using Credits

- When a product or service purchased using PostBox credits is eligible for a refund, the refund will be issued in credits directly to the customer's personal PostBox account.
- Refunded credits will be returned to the customer's available account balance.
- Credits refunded for cancelled or undelivered purchases will be handled in accordance with the applicable cancellation and refund conditions.

9.5.3. General Conditions

All credit refunds are subject to applicable consumer protection laws and any mandatory refund rights that cannot legally be waived or restricted.

9.5.4. Voucher Purchases

- Products purchased using a PostBox voucher are not eligible for a cash refund.
- If a product purchased using a voucher is eligible for a refund under the applicable refund policy, the refund will be issued as PostBox credits to the customer's personal account.
- The credit amount will correspond to the value of the voucher applied to the original purchase.
- Vouchers purchased directly from PostBox are non-refundable and cannot be exchanged for cash, except where required by applicable law.

All voucher-related refunds remain subject to mandatory consumer protection laws and regulations.

10. Applicable Law & Consumer Rights

This policy is governed by the applicable laws of origin country of PostBox, subject to mandatory consumer protection laws and regulations that may apply in the customer's country of residence.

Nothing in this policy is intended to exclude, restrict, or override any mandatory consumer rights that cannot legally be waived or limited.

PostBox reserves the right to update this policy from time to time. Any updates will be published on the website.

Subject to applicable law, unused physical mail credits may be cancelled and refunded within 14 days from the date of purchase, provided that the relevant credits have not been used and have not been applied to a postcard that has entered the printing or production process. Vouchers cannot be refunded in cash.

Any cashback, promotional credit, bonus credit, reward, or other non-cash benefit granted in connection with the purchase will not be refunded in cash and will not be included in the refund amount.

Once a credit has been used to create, print, or submit a physical postcard for production or fulfillment, that credit is considered used and may no longer be eligible for cancellation or refund, subject to any mandatory rights granted to consumers under applicable law.

Nothing in these Terms is intended to limit or exclude any cancellation, refund, or other consumer rights that cannot legally be waived under applicable law.

Digital postcard sends are always free unless explicitly stated otherwise for a specific feature or service such as Mail Club, special editions and limited editions.

11. User Responsibility for Submitted Content

Users are responsible for all content they create, upload, customize, or send through PostBox, including text, images, designs, and other materials.

By using the Platform, you confirm that you have the necessary rights, permissions, and authority to use any content you submit.

You may not upload, create, or distribute content that infringes copyright, privacy rights, trademark rights, or any other rights of a third party.

If PostBox reasonably believes that content violates these Terms or the rights of another person, PostBox may remove the content and take appropriate action against the associated account.

12. Changes to the Platform and These Terms

PostBox may modify, update, add to, or remove parts of these Terms from time to time.

PostBox may also modify, suspend, or discontinue features or services available through the Platform.

Continued use of the Platform after updated Terms become effective may constitute acceptance of the updated Terms, subject to applicable law.

Users are encouraged to review these Terms periodically.

13. Suspension and Termination of Access

You may stop using PostBox at any time.

PostBox reserves the right to restrict, suspend, freeze, block, or terminate access to an account where a user violates these Terms, infringes the rights of others, engages in illegal or harmful activity, misuses the Platform, or uses the Platform in an excessive, unusual, or unreasonable manner.

PostBox may also take action where necessary to protect the safety, integrity, fairness, or proper operation of the Platform and its community, subject to applicable law.

14. Limited/special Editions and Randomized Purchases

Certain limited-edition postcards, stamps, collectibles, or other items offered through PostBox may be sold using a randomized or “Surprise Egg” format.

When purchasing such an item, the user understands and agrees that the specific item, design, rarity, or variation received may be determined randomly according to the rules, probabilities, and mechanics established for the relevant series or collection.

The rules and distribution mechanics may vary between different series, collections, or limited editions. Where applicable, PostBox may provide information regarding the relevant collection, available items, rarity levels, or other applicable rules.

Neither PostBox nor its administrators can manually control, select, or influence the specific randomized item received by an individual user. The outcome is determined according to the randomized mechanics applicable to the relevant series.

Except where otherwise required by applicable law, the random outcome of a purchase does not constitute a defect or error simply because the user receives a particular item, variation, or rarity level.

15. Mail Clubs and Community Content

PostBox may allow users to join or participate in mail clubs, communities, or similar features where postcards, content, or other materials may be shared, created, or sent by other users.

PostBox does not control, review, endorse, or guarantee the content, quality, accuracy, suitability, or appropriateness of all content shared within such clubs or communities.

Users are responsible for the content they create and share. PostBox shall not be responsible for user-generated content or for the quality, accuracy, or appropriateness of postcards or other materials created or shared by members of a mail club, subject to applicable law.

If you encounter content that you believe is inappropriate, offensive, illegal, harmful, or otherwise in violation of these Terms, you are encouraged to report it promptly.

Reports may be submitted through one or more available reporting channels, including:

- Reporting a specific postcard directly through the Platform, where such functionality is available.
- Contacting PostBox Customer Support by email.
- Using any other reporting or support mechanism made available by PostBox.

PostBox may review reported content and take action in accordance with these Terms and its applicable policies, including removing content, issuing warnings, restricting features, or suspending or terminating the accounts of users responsible for violations. If you believe that a situation involves an immediate threat to life, safety, or physical well-being, do not rely solely on

reporting the matter through PostBox. Please contact the relevant emergency services or other competent authorities immediately.

16. Memories Journal Terms and Conditions

Please refer to the “Memories Journal” section for detailed information about the terms and conditions applicable to this product. It can be found under Menu > Privacy & Terms > Memories Journal.

17. Contact & Support

For cancellation requests, refund inquiries, or reports of defective or undelivered products, customers should contact PostBox through the official support channels listed on our website.

Please include the order number and any relevant supporting information to help us process the request.

If you have questions about these Terms, wish to report a violation, believe that your copyright or other rights have been infringed, or wish to report inappropriate use of the Platform, please contact us at:

support@postbox.ink

PostBox is built to help people connect, share moments, and send something personal. We ask every user to help us maintain a safe, respectful, creative, and fair environment — and to respect the people, privacy, creativity, and intellectual property behind every postcard.

Let's make memories, together

PostBox ❤ Good things take time