SHIPPING AND PAYMENTS POLICY

Official ASI-branded store – shop.asi.it

Last updated: June 2026

1. Seller and note on the ASI trademark

The store is operated and the products are sold by:

- **Company name:** Let's Do Print di Alex Pepe
- **Registered office:** Via Antonio Segni 24, 82100 Benevento (BN), Italy
- **VAT number:** IT01803330628
- **Tax code:** PPELXA96M07A783B
- **Customer service e-mail:** info@spacerocketlab.com

Let's Do Print di Alex Pepe is the official licensee of the trademark of the Italian Space Agency (ASI) as of 1 January 2026, authorised to manufacture and sell ASI-branded products. The Italian Space Agency (Via del Politecnico s.n.c., 00133 Rome) owns the trademark; the sale and the contractual liability towards the buyer rest exclusively with Let's Do Print di Alex Pepe.

2. Processing times

The products offered are made to order. By placing an order, the Customer acknowledges that the purchase concerns a product manufactured following the order and not goods held in stock. The preparation time required for production, finishing and packaging is indicated on the relevant product page. Such times are estimates and may vary due to technical or logistical circumstances.

3. Shipping methods and delivery times

Shipments are dispatched exclusively by tracked express courier, departing from Italy. Once processing is complete, the estimated delivery times are as follows:

Destination	Carrier	Estimated times*
Italy	GLS – Standard Delivery	1–3 business days
European Union	BRT Express	2–4 business days
United Kingdom, Switzerland, Norway	UPS Express	up to 7 business days
USA, Canada and rest of the world	UPS Express	up to 7 business days

**Delivery times are purely indicative and do not constitute a binding contractual term. Delays attributable to the courier, customs authorities or force majeure do not give rise to any right to compensation.*

4. Shipping costs

Shipping costs are calculated based on the destination and the weight of the order and are shown separately in the checkout summary, before the purchase is confirmed.

5. Customs duties and import charges (non-EU shipments)

- For shipments destined outside the European Union, the Customer acts as the Importer of Record and is responsible for compliance with local customs regulations.
- Duties, taxes and customs clearance charges are not included in the product price and may be charged by the courier or local authorities upon importation.

- For shipments handled via UPS, a fixed customs brokerage fee of USD 15 applies, regardless of the duty or tax rate imposed by the destination country.
- Failure by the Customer to pay duties or taxes may result in delays, return or destruction of the goods; in such cases no refund shall be due.

6. Risk of loss or damage

For consumers resident in the European Union, the risk of loss of or damage to the product passes to the Customer when the Customer, or a third party designated by them other than the carrier, takes physical possession of the goods (Art. 63 of Italian Legislative Decree 206/2005). Customers are asked to check the integrity of the parcel upon delivery and to promptly report any damage or tampering to the courier and to the Seller.

Payments

Product prices are stated in Euro (€) and include VAT, where applicable, for consumers resident in the European Union. Shipping costs, shown separately at checkout, are not included in the product price.

Accepted payment methods

- Credit and debit cards (Visa, Mastercard, American Express)
- PayPal
- Any additional methods displayed at checkout

Payment security

Payment data is processed securely through PCI DSS certified providers. The Seller never has access to the buyer's full payment card details. Should the payment fail, the Seller reserves the right not to process the order.

Order confirmation and invoicing

The sales contract is concluded when the Seller sends the order confirmation e-mail to the address provided by the Customer. An invoice is issued on request: the Customer must enter their Tax Code and/or VAT number during the order process.

8. Contact

For any request relating to shipping, payments, complaints or refunds, you may contact customer service at info@spacerocketlab.com. Seller: Let's Do Print di Alex Pepe – Via Antonio Segni 24, 82100 Benevento (BN), Italy.