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Chapter 1: Introduction

Welcome to Drop & Render!

Drop & Render is a leading render farm service specialized for Cinema 4D and Blender users. Our platform is designed to make high-quality rendering accessible and effortless for creatives worldwide, thanks to our fully automatic system equipped with intelligent plugins and add-ons. These tools streamline the rendering process, allowing you to focus on creating amazing visuals without the technical hassle.

Purpose of These Terms

These Terms and Conditions are crafted to ensure that you, the user, are well-informed about the rules, policies, and expectations associated with using Drop & Render's services. Our goal is to provide a clear and understandable guide that helps protect both you and our platform, ensuring a safe, efficient, and mutually beneficial environment. We commit to transparency in our operations, empowering you to make the best use of our services with confidence.

Applicability

This agreement applies universally to all users of the Drop & Render service without exception. Whether you are a hobbyist, a professional freelancer, or a large enterprise, these terms are designed to clearly lay out the legal obligations and rights pertaining to your use of our services. We strive to maintain a consistent and fair user experience for everyone involved.

International Users

Recognizing the global nature of the internet, we have designed our Terms and Conditions to be as universally applicable as possible. However, you may be subject to additional laws and regulations that apply in your country of residence or from which you use the service. It is your responsibility to ensure that your use of Drop & Render complies with local laws and regulations.

Readability and Accessibility

We believe that clarity is key to good service. As such, our Terms and Conditions are written to be easily understandable to both legal experts and everyday users. While maintaining professional integrity, we avoid unnecessary jargon, aiming to make this document as readable and straightforward as possible.

Changes to the Terms

While changes to these Terms and Conditions are infrequent, occurring perhaps once every few years, they are typically prompted by significant operational shifts at Drop & Render or by changes in legal regulations. It is our policy not to explicitly notify users of these updates; we believe that regular users of our services will naturally become acquainted with any modifications through their continued use of the platform. This approach helps us streamline our operations and focus on enhancing service quality instead of managing notifications.

Chapter 2: Acceptance of Terms

Accepting Our Terms

When you sign up to use Drop & Render, acceptance of our Terms and Conditions is mandatory. This is facilitated through a checkbox marked during the registration process, which you must tick to proceed. This action signifies your agreement to abide by our rules and policies as long as you use our services.

What Acceptance Means

By accepting these terms, you are legally bound to adhere to them and agree to the following conditions:

- **Use Restrictions:** You may only fully access and utilize Drop & Render's services upon acceptance of these terms. Prior to this, your interaction with our platform is limited to exploring service pricing, contacting support, and reading service-related information.
- **Legal Compliance:** You acknowledge that you are participating in a fair and legally compliant environment, which safeguards both your interests and those of Drop & Render.

User Obligations Upon Revisions

We do not require users to regularly review the Terms and Conditions post-initial acceptance unless there are updates. In the event of any significant changes to the terms, a banner will be displayed on your user dashboard. You are encouraged to click on this banner to learn about the updates. It is your responsibility to stay informed about such changes to continue using our services in compliance with the revised terms.

If You Do Not Agree

If at any point you find yourself in disagreement with any of the stipulated terms:

- **Service Access:** Non-acceptance of the terms will restrict your access to our services. You will not be able to proceed beyond the initial informational and pricing pages.
- **Handling Disagreements:** We invite you to contact our support team if you have concerns or disagreements regarding any terms. Our goal is to help you understand the implications and, where possible, address your concerns.

Documentation and Compliance

Acceptance of our terms is digitally recorded at the point of signing up, ensuring that there is a clear legal basis for any actions taken on your account. For internal compliance and record-keeping, we maintain an electronic log of all acceptances and retain previous versions of the Terms and Conditions to reference changes over time.

Chapter 3: GDPR Compliance

Commitment to Data Privacy and Protection

At Drop & Render, we are dedicated to protecting the privacy and security of your data in accordance with the General Data Protection Regulation (GDPR). Our policies and procedures are designed to ensure that all personal data is handled lawfully and ethically.

Types of Data Collected

We collect several types of data to provide and improve our services:

Cookies and Tracking Technologies

We use various cookies and tracking technologies to enhance website functionality and user experience, as detailed below:

- **Necessary Cookies:** Essential for basic website operations, like session maintenance and security.
- **Functional Cookies:** Enhance usability, for example by remembering login details.
- **Statistics Cookies:** Collect anonymous data on usage and interactions to help us optimize our website.
- **Third Party Cookies:** Shared with Google to improve site functionality and ad personalization.
- **Project and Output Data:** For rendering services, we temporarily store project files and rendered outputs for up to seven days to facilitate easy re-access and download by users.

Purpose and Use of Collected Data

The data we collect serves multiple purposes:

- To ensure operational functionality and security of our services.
- To improve and personalize user experiences.
- To conduct analytics and statistical evaluation to enhance service quality.

User Rights and Access

As per GDPR, you have the right to access, correct, delete, and port your personal data. Additional rights include:

- The right to withdraw consent at any time.
- The right to object to certain types of processing.
- The right to lodge a complaint with a supervisory authority.

To exercise these rights, users can utilize features provided on the user dashboard or contact our support team for assistance.

Data Retention and Deletion

We adhere to strict data retention policies:

- Project and output files are stored for no more than seven days to support our sync feature, after which they are automatically deleted.

- User account information is retained as long as the account remains active. Upon account deletion, all associated data is immediately and irreversibly destroyed.

Compliance and Legal Framework

Drop & Render complies with GDPR through continuous monitoring and updates to our practices. We do not transfer personal data outside the EU, except for minimal necessary data hosted on Amazon servers in the US, which operates under strict compliance frameworks to ensure data protection.

Handling Legal Requests

We process any data requests from law enforcement or governmental authorities under strict legal scrutiny and only in compliance with necessary legal standards.

Chapter 4: User Registration and Account Management

Creating and Managing Your Account

Registration Process: To register and create an account with Drop & Render, you are required to provide the following information:

- Email address
- Username / Studio name
- Address
- Country of residence
- VAT number and Company Name (optional, for business users)

After submitting your information, you will need to verify your email address to activate your account. This confirmation process is crucial to ensure the security and authenticity of your account.

Account Management

Once your account is active, you can manage and update your account details through the Studio Settings on your dashboard. Here's what you can do:

- Update your email, home address, country, and VAT number as needed.
- Change or remove saved payment methods.
- Update billing information such as company name and VAT ID.

Please note: The studio name associated with your account cannot be changed once set.

Data Retention and Security:

- **Data Retention:** We retain payment information for a minimum of five years to comply with financial regulations. User information is maintained in our systems as long as your account is active. Project and output files are stored for only seven days to facilitate ease of access and re-download when necessary.
- **Security Measures:** To protect your data, Drop & Render implements robust security measures including two-factor authentication (2FA) and a securely managed database. These precautions help safeguard your personal information against unauthorized access and data breaches.

Account Deletion and Data Removal:

- **Deletion Process:** You can delete your account at any time through the Studio Settings on your dashboard. This process is completely self-service and designed to be straightforward and immediate.
- **Data Removal:** Upon account deletion, all your personal information, including project files and payment details, is instantly removed from our servers. This ensures that your data is not retained after you cease using our services.

User Responsibilities:

As a user of Drop & Render, you have certain responsibilities to help maintain the security of your account:

- Ensure that your account information, especially your password, is kept secure and confidential.
- Regularly update your personal and payment information to reflect current and accurate data.

Consequences of Non-Compliance:

Failure to comply with these responsibilities, particularly those related to security, may result in restricted access to our services or potential account suspension. It is crucial to follow these guidelines to prevent unauthorized access and ensure a secure user environment.

Chapter 5: Use of Services

Accessing and Utilizing Our Services

Service Requirements

To access and utilize Drop & Render's rendering services, you must:

- Own a valid license for Cinema 4D or Blender, as applicable.
- Abide by our safety protocols, which include restrictions on running scripts (like Python scripts) within projects to prevent security risks. If scripts are essential for your project, please consult our support team for approval.

Credits System:

- **Purchasing Credits:** Credits must be purchased in advance and can be used to submit and render projects automatically. You can estimate your rendering costs using our online pricing calculator.
- **Credit Usage:** Credits are consumed based on the priority level of your rendering job; higher priority jobs, which render faster, will use more credits.

Usage Guidelines:

- You are responsible for ensuring that all assets and rendering settings in your project are correct and optimized. We suggest running test frames before committing to a full render to prevent errors.
- Mistakes made by users in setting up their projects are not eligible for credit refunds; however, if an error is due to a fault in our service, credits may be refunded.
- Credit usage and job status can be monitored through your online dashboard, our cloud manager, or our mobile apps available on both iOS and Android.

Service Features:

- Drop & Render specializes in creating a seamless rendering experience by automatically configuring the appropriate version of needed render engines and plugins. There is no need for manual asset collection; our system will handle asset remapping and uploading.
- We continually update and improve our software and tools to maintain high standards of service and feature availability.

Support and Troubleshooting:

- Our support team is available via live chat to assist with any inquiries or issues you may encounter. Additionally, our advanced automated bot system is designed to resolve many common problems efficiently.
- For more detailed information and solutions to frequent issues, please refer to our FAQ page.

Chapter 6: Billing and Payment Policy

Overview of Billing and Payment Procedures

Accepted Payment Methods

Drop & Render offers a variety of payment methods to accommodate our users' preferences and geographic locations. The specific payment options available to you depend on your country of residence and can be found on our pricing page. We do not charge additional fees for using any of the listed payment methods.

Purchasing Credits

Credits are essential for accessing our rendering services and can be purchased directly through your user dashboard. The process includes:

- Selecting the desired amount of credits.
- Receiving bonus credits for purchases exceeding a specified amount.
- Immediate credit availability in your account upon successful payment.

Should you encounter any issues during the payment process, please contact our support team for swift assistance.

Billing Cycles and Statements:

- **Auto Top-Up:** For uninterrupted service, we offer an auto top-up feature that automatically replenishes your credits when they run low. This option can be enabled or disabled in your studio settings at your convenience.
- **Invoices:** Immediately after a purchase, you will receive an invoice via email. Additionally, all invoices are available for review and download in the 'Invoices' tab on your dashboard.

Refunds and Credit Disputes

- **Refunds:** Purchased credits are non-refundable. We encourage you to utilize the test credits provided to new users to ensure our services meet your needs. If a rendering job fails due to an error on our part, we will refund the credits used for that job; however, these refunds are issued as credits, not monetary returns.
- **Disputes:** If you have any concerns or disputes regarding billing or the use of services, please reach out to our support team. We are committed to resolving any issues fairly and promptly.

Security and Record-Keeping

- **Financial Security:** Drop & Render takes the security of your financial information seriously. We implement industry-standard security measures, including encryption and secure protocols, to protect your payment data.
- **Record Maintenance:** For compliance and audit purposes, we maintain detailed financial records for a minimum required duration. This ensures that we adhere to financial regulations and can provide accurate historical data as needed.

Chapter 7: Credits and Refund Policies

Understanding Credits and Refund Policies at Drop & Render

Acquisition and Utilization of Credits

- **Purchasing Credits:** Credits can be purchased directly through the user dashboard. Users benefit from promotional offers that may include bonus credits for larger purchases, enhancing value.
- **Using Credits:** Credits are the currency used to access and execute rendering jobs. The number of credits required varies based on job complexity and priority, which can be pre-calculated using our pricing calculator available online.

Credits Validity and Management

- **No Expiration:** Credits added to your account do not expire and will remain available as long as the account is active.
- **Account Inactivity:** If your account shows no activity for an extended period, specifically over two years, we may contact you to verify if you wish to maintain your account. Depending on your

response, credits may be preserved or processed according to prevailing account status.

Transferring and Sharing Credits

- **Transfers Between Accounts:** You can transfer credits to another account without any associated fees. Identity verification is required to ensure secure transfer processes.
- **Pooling Credits in Studio Accounts:** A studio account may feature multiple individual users who can share a pool of credits. Administrative controls are available to designate who can buy or use credits, facilitating collaborative project management.

Refund Policy and Credit Adjustments

- **General No Refund Policy:** We generally do not offer refunds for purchased credits to encourage careful planning and utilization by our users. Test credits provided to new users should be used to ensure compatibility and satisfaction.
- **Failed Frames:** If frames fail to render due to an error on our part, the credits used for those frames are automatically refunded. This policy ensures that you only pay for completed frames. If a job cannot continue because credits run out, we automatically refund the credits for uncompleted frames and pause the job to prevent a loop of credit depletion and refund.
- **Unused Balances:** Refunds are not provided for any unused credit balances remaining after project completion; these credits can be used for future projects.
- **Adjustments for Errors:** Should an error occur due to our system or a malfunction, credits may be refunded or adjusted based on a comprehensive review by our support staff.

General Credit Policies

- **Minimum Purchase Requirement:** The minimum purchase is set at 10 credits, which helps streamline transaction processes and maintain service efficiency.
- **Real-Time Credit Tracking:** Our system allows you to track credit expenditures in real-time through the user dashboard, providing transparency and enabling better budget management.

Handling Disputes and Ensuring Customer Satisfaction:

- **Resolving Disputes:** If you have concerns or disputes about billing or the non-refund policy, please contact our customer support team for resolution. We are committed to fair and professional

dispute resolution.

- **Maintaining Satisfaction:** Our customer support team is proactive in assisting users to ensure high satisfaction levels, even with the no refund policy. Our service guarantees, which include performance and availability assurances, further mitigate any potential dissatisfaction.

Chapter 8: Testing Credits

Introduction to Testing Credits

At Drop & Render, we believe in allowing new users to fully test our services to ensure they meet their needs before making any financial commitment. To facilitate this, we provide testing credits to all new users upon their successful account activation.

Eligibility and Allocation of Testing Credits:

- **Eligibility:** Testing credits are available to all new users of Drop & Render. Each new user is eligible to receive testing credits only once. We employ checks to prevent the same user from receiving multiple allocations across different accounts.
- **Allocation Process:** Testing credits are automatically added to your account when you activate it using your email. This process is designed to be seamless so that you can start using our services right away.

Usage of Testing Credits:

- **Service Access:** Testing credits can be used just like purchased credits for rendering projects. This means you can start rendering immediately without any limitations, such as watermarks on the images.
- **Continuation and Flexibility:** If you exhaust your testing credits and wish to continue your project, you can seamlessly add purchased credits to your account and proceed without interruption.
- **No Expiry:** The test credits provided do not have an expiration date, giving you the flexibility to use them at your own pace and convenience.

Purpose of Testing Credits:

- **Evaluation:** The primary goal of providing testing credits is to allow you to evaluate our rendering services thoroughly. We want to ensure that our platform performs to your satisfaction and meets your project requirements before you decide to invest further.

Communicating Benefits*

- We ensure that new users are fully informed about the testing credits during the signup and account activation processes. Information about how to use these credits, and the fact that they come with no limitations or hidden conditions, is clearly communicated to provide a transparent user experience.

Chapter 9: Intellectual Property Rights

Intellectual Property Ownership and User License

Ownership of Drop & Render Content and Tools

Drop & Render exclusively owns all intellectual property rights in and to its services, including the Cinema 4D plugin, Blender add-on, IOs App, Andriod App and website content. These tools are proprietary products developed to enhance user experience and service efficiency. Additionally, while we utilize SquidNet software for our backend systems, it is integrated in such a way that it aligns with our own tools and is covered under the same IP rights as Drop & Render's proprietary content.

User Content

Users retain full ownership of the intellectual property rights in their projects and the outputs generated using Drop & Render's services. Drop & Render does not access, use, or share user projects without explicit permission. Furthermore, only specifically trained personnel are permitted to handle user projects when necessary, ensuring a high level of confidentiality and security. Drop & Render commits to not sharing or disclosing user content with any third parties.

License to Use Drop & Render Services

Drop & Render grants users a non-exclusive, non-transferable, revocable license to use our software and services for commercial purposes, which is suitable for both individual and business users. This license includes access to our Cinema 4D plugin, Blender add-on, and any associated updates or

enhancements, and is intended to support the professional needs of our users in accordance with our Terms and Conditions.

Protection and Infringement of Intellectual Property

Drop & Render actively protects its intellectual property and respects the IP rights of others. We have implemented measures to prevent IP infringement and unauthorized use of our services and content. Users are prohibited from copying, modifying, distributing, selling, or otherwise exploiting Drop & Render's intellectual property without our express permission.

Handling IP Infringement Claims

- **Reporting Infringement:** If you believe that your intellectual property rights have been infringed upon by our service, or if a user infringes on your IP through our platform, please contact us immediately. We take such claims seriously and investigate them promptly.
- **Drop & Render's Response:** Upon receiving an IP infringement claim, Drop & Render will assess the claim and take appropriate action, which may include removing the infringing content, suspending access to our services, or terminating accounts in accordance with our policies and applicable law.

Chapter 10: Prohibited Use

Restrictions on Use of Drop & Render Services

General Misuse

Users of Drop & Render services must adhere to the highest standards of integrity and fair use. Prohibited actions include, but are not limited to:

- **Illegal Activities:** Using the services for any unlawful purposes or in violation of any applicable local, state, national, or international law.
- **Content Restrictions:** Uploading, rendering, or distributing content that is illegal, infringing, defamatory, offensive, or promotes discrimination, bigotry, racism, hatred, harassment, or harm against any individual or group.

- **Security Violations:** Drop & Render is committed to maintaining the security of its services and the confidentiality of user data. Users are prohibited from:
- **Breaching Security:** Attempting to gain unauthorized access to the Drop & Render systems, other users' accounts, or data not intended for their use.
- **Compromising System Integrity:** Engaging in activities that disrupt the services or the servers and networks which host the services.

Legal Compliance

- **Regulatory Adherence:** Users must ensure that their use of Drop & Render services complies with all applicable laws and regulations. This includes not using the services for any criminal or fraudulent activities.
- **Enforcement Actions:** Drop & Render will cooperate with law enforcement authorities in the investigation of suspected criminal violations and may report any suspected unlawful behavior to law enforcement officials, regulators, or other third parties.

Monitoring and Enforcement

- **Monitoring Compliance:** Drop & Render reserves the right to monitor the use of its services to ensure compliance with these Terms and Conditions. However, Drop & Render does not routinely inspect or review the content being processed by its services.
- **Actions Against Violations:** If a user is found to be in violation of these policies, Drop & Render may take actions that include, but are not limited to, issuing warnings, suspending or terminating service, and cooperating with law enforcement authorities. The specific actions taken may depend on the nature and severity of the violation.

Chapter 11: Limitation of Liability

Limitations and Exclusions of Liability

Extent of Liability

Drop & Render commits to providing high-quality rendering services but does not assume liability for any unintended service interruptions or the failure of services to meet your specific needs. Liability is

limited to circumstances directly attributable to Drop & Render's negligence or willful misconduct and only to the extent such liability is mandated by law.

Financial Limitations

Drop & Render's financial liability for any claims arising out of or related to the use of its services is strictly limited to the amount the user has paid for the services. This cap is applicable whether the potential liability arises out of contract, tort, or any other legal theory.

Exclusions from Liability

- **Types of Damages:** Drop & Render is not liable for indirect, incidental, consequential, special, or exemplary damages, including but not limited to loss of profits, data, or other intangible losses, even if such damages are foreseeable and whether or not Drop & Render has been advised of the possibility thereof.
- **Specific Scenarios:** Drop & Render explicitly excludes liability in scenarios where losses or damage arise from unauthorized access to, alteration of, or the deletion, destruction, damage, loss, or failure to store any content or other data. This exclusion includes cases where the user has failed to maintain the security and confidentiality of their account or password.

User Responsibilities and Risk Assumption

- **User Responsibilities:** Users are responsible for maintaining the confidentiality of their account information, including passwords, and for the overall security of their account. Drop & Render is not liable for any loss or damage arising from the user's failure to comply with this obligation.
- **Risk Assumption:** Users expressly agree that their use of Drop & Render's services is at their sole risk and that the services are provided on an "as is" and "as available" basis. Drop & Render expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Chapter 12: Changes to Terms and Conditions

Updating Terms and Conditions

Mechanism for Changes

Drop & Render reserves the right to update and change the Terms and Conditions as needed. Changes may occur due to developments in our services, legal changes, new regulatory requirements, or other significant factors that impact our business operations. Our goal in updating the terms is to clarify our practices and ensure compliance with prevailing laws.

Notification of Changes

- **Notification Methods:** When we update the Terms and Conditions, we notify users by placing a banner on the user dashboard. This banner informs users of the changes and provides a link to the updated document. It is the user's responsibility to regularly review the banner and be aware of any updates.
- **Timeframe:** There is no standard timeframe for advance notification. Changes may become effective immediately, depending on the nature and necessity of the updates.

User Acceptance of Changes

- Users are not required to expressly accept the updated Terms and Conditions. Continued use of Drop & Render's services after changes have been notified and taken effect will constitute acceptance of the new terms.
- If a user does not agree with the updated terms, they are encouraged to contact us. We are committed to discussing any concerns and explaining how the changes may affect their use of our services.

Access to Historical Records

- Drop & Render maintains a database of all previous versions of the Terms and Conditions. Users who wish to view past versions can request them through our support system. This ensures transparency and allows users to understand the evolution of our terms over time.

Chapter 14: Governing Law

Legal Framework and Dispute Resolution

Jurisdiction and Applicability

The Terms and Conditions of Drop & Render are governed by and construed in accordance with the laws of the Netherlands, where our company is headquartered. This jurisdiction is chosen to ensure consistency and predictability in legal interpretations and enforcement related to our services.

Conflict of Laws

In situations where there is a conflict between the laws of the Netherlands and the laws of other jurisdictions where our services are used, Drop & Render will endeavor to resolve such conflicts in a manner that respects local legal requirements without relinquishing its adherence to Dutch law. We aim to balance compliance with multinational legal norms with our foundational legal obligations under Dutch law.

Dispute Resolution

- **Mechanisms:** Disputes arising under these Terms and Conditions are to be resolved primarily through arbitration in accordance with Dutch law. We encourage the use of mediation as a first step to aid in the efficient resolution of disputes.
- **Jurisdiction for Disputes:** Unless otherwise required by local laws applicable to users outside the Netherlands, all arbitration proceedings shall be conducted in the Netherlands. This centralizes our legal processes and helps manage legal risks efficiently.

International Considerations

- **International Users:** Drop & Render acknowledges the global nature of its user base and strives to respect the legal frameworks applicable to our international users. However, all users agree to adhere to the laws of the Netherlands as the primary legal jurisdiction governing these Terms and Conditions.
- **Handling International Legal Challenges:** When legal challenges arise from international jurisdictions, Drop & Render will handle such matters with a view to maintaining compliance with both Dutch law and the relevant international laws, seeking a balance that upholds our legal obligations while respecting international legal diversity.

Chapter 15: Contact Information

Connecting with Drop & Render Support

Drop & Render is committed to providing comprehensive support for all user inquiries, whether they concern technical issues, billing, or general feedback. Here's how you can get in touch with us:

Types of Inquiries

Users can contact Drop & Render for any type of inquiry, including but not limited to technical support, billing questions, and feedback on our services. We aim to provide thorough and responsive assistance for all your needs.

Contact Methods

- **Primary Contact Method:** The most efficient way to reach us is through our chat system, accessible directly on our platform. This system is designed to handle all types of inquiries efficiently.
- **All Inquiries:** Whether you have technical questions, need billing support, or want to provide feedback, our chat system is the universal point of contact. This streamlined communication method ensures quick access and response.

Availability and Response Time

- **Operating Hours:** Our support team is available during the hours listed on our contact page. These hours are designed to cater to a global audience as effectively as possible.
- **Response Time:** We strive to respond to all inquiries within 2 working hours during our operating hours. Our goal is to resolve your issues quickly and satisfactorily.

Language Support

- **Languages Available:** Our support is available in over 8 languages, including English, Spanish, Japanese, Chinese, Portuguese, Korean, Dutch, German, and French. This multilingual support ensures that we can assist a diverse global user base effectively.
- **Future Expansions:** We are continually evaluating the need to expand our language offerings to accommodate more users worldwide.

Additional Resources

- **Self-Help and FAQs:** Drop & Render provides a comprehensive FAQ page and built-in support tools within our chat system. These resources are designed to help you resolve common issues

independently.

- **Updates:** Our self-help resources and FAQs are updated as frequently as necessary to ensure they remain helpful and relevant to your needs.