



This translation is provided for convenience only and the [US English language version](#) will prevail in the event of any discrepancies, provided that any errors in translation are not interpreted in a way that would disadvantage the consumer.

*For users with a separate DocSend or Dropbox Sign account, the DocSend Terms of Service can be found [here](#) and the Dropbox Sign Terms of Service can be found [here](#).*

## Dropbox Terms of Service

Posted: January 7, 2025

Effective: January 7, 2025

You can see your previous Terms [here](#).

Thanks for using Dropbox! Our mission is to create a more enlightened way of working, and help you and those you work with stay coordinated. We do so by providing an intuitive, unified platform and suite of apps and services that keep your content safe, accessible and in sync. These terms of service ("Terms") cover your use and access to our services, client software and websites ("Services"). If you reside outside of the United States of America, Canada and Mexico ("North America") your agreement is with Dropbox International Unlimited Company. If you reside in North America your agreement is with Dropbox, Inc. Our [Privacy Policy](#) explains how we collect and use your information while our [Acceptable Use Policy](#) outlines your responsibilities when using our Services. If you are a member of a paid multi-user team (or a trial of a paid multi-user team) where an admin has control of your account ("Dropbox Team"), your team will also be bound to the [Dropbox Services Agreement](#) or another agreement between Dropbox and your team, and you will continue to remain subject to these Terms. By using our Services, you're agreeing to be bound by these Terms, our [Privacy Policy](#), and [Acceptable Use Policy](#).

## Your stuff & your permissions

When you use our Services, you provide us with things like your files, content, messages, contacts, connected services and so on ("Your Stuff"). Your Stuff is yours. These Terms don't give us any rights to Your Stuff except for the limited rights that enable us to offer the Services.

You may need to register for an account to access the Services, and we may create an account for you so that you can interact with the Services.

Our Services include a suite of apps and websites. To help you stay productive, when you use the same account to access different parts of the suite, Your Stuff may come with you.

We need your permission to do things like hosting Your Stuff, backing it up and sharing it when you ask us to. Our Services also provide you with features such as commenting, sharing, searching, image thumbnails, document previews, optical character recognition (OCR), easy sorting and organisation, and personalisation, to help reduce busywork. To provide these and other features, Dropbox accesses, stores and scans Your Stuff. You give us permission to do those things, and this permission extends to our affiliates and trusted third parties we work with.

## Your Responsibilities

Your use of our Services must comply with our [Acceptable Use Policy](#). Content in the Services may be protected by others' intellectual property rights. Please don't copy, upload, download or share content unless you have the right to do so.

Dropbox may review your conduct and content for compliance with these Terms and our [Acceptable Use Policy](#). We aren't responsible for the content that people post and share via the Services.

Help us keep Your Stuff protected. Safeguard your password to the Services, and keep your account information current. Don't share your account credentials or give others access to your account.

You may use our Services only as permitted by applicable law, including export control laws and regulations. Finally, to use our Services, you must be at least 13 if you reside in the United States, and 16 if you reside anywhere else. If the law where you reside requires that you must be older in order for

Dropbox to lawfully provide the Services to you without parental consent (including use of your personal data), then you must be that older age.

## Software

Some of our Services allow you to download client software ('**Software**'), which may be updated automatically. As long as you comply with these Terms, we give you a limited, non-exclusive, non-transferable, revocable licence to use the Software, solely to access the Services. To the extent any component of the Software may be offered under an open source licence, we'll make that licence available to you, and the provisions of that licence may expressly override some of these Terms. Unless the following restrictions are prohibited by law, you agree not to reverse engineer or decompile the Services, attempt to do so or assist anyone to do so.

## Beta Services

We sometimes release products and features that we're still testing and evaluating ('**Beta Services**'). Beta Services are labelled 'alpha', 'beta', 'preview', 'early access' or 'evaluation' (or with words or phrases with similar meanings) and may not be as reliable as Dropbox's other services. Beta Services are made available so that we can collect user feedback and, by using our Beta Services, you agree that we may contact you to collect such feedback.

Beta Services are confidential until they are officially launched. If you use any Beta Services, you agree not to disclose any information about those Services to anyone else without our permission.

## Electronic Signatures

By using a part of the Services that facilitates electronic signatures, you agree to do business electronically and to use electronic records and signatures. There may be laws where you reside governing what types of documents and transactions are appropriate for such signatures. It's your responsibility to ensure that the electronic signature functionality provided by the Services is appropriate for your scenario.

## Templates and Forms

The Services may include sample templates and forms ("Templates"). Templates are for informational purposes only. We are not lawyers or a law firm, and our Templates are not a substitute for the advice or services of a

lawyer. You acknowledge that Dropbox is not providing you with legal advice or acting as your lawyer or agent, and you assume full responsibility for any outcomes or costs associated with your use of our Templates.

Dropbox does not claim that documents based on the Templates are complete and suitable for use in all situations and jurisdictions. You should consult with a lawyer about your specific situation before relying on the Templates for any contract, agreement or transaction. You hereby acknowledge that Dropbox is not a party to any agreement that you enter into as a result of the use of any document that you create or use through the Services. Use of the Services and any document (including any document based on the Templates) does not constitute a lawyer-client relationship, joint venture or partnership between Dropbox and any user or third party. Communications between you and Dropbox are governed by these Terms and our [Privacy Policy](#) but are not protected by the lawyer-client privilege or as work product.

We hope you're satisfied with the Templates. If you have any concerns, please click [here](#) for more information and instructions on how to contact us.

The disclaimers of warranties and limitations of liability below do not apply to consumers in North Carolina when using the Templates.

## Fax Services

If you use a part of the Services that facilitates faxing, you may be required to provide information such as your name, billing address, physical address, payment information (including credit card number) and national ID number (where applicable). Failure to provide this information could result in suspension of your access.

You may not use our Services to send unsolicited fax advertisements or spam, and we may decide to not deliver any messages we consider unsolicited fax advertisements or spam.

We cannot guarantee that any particular fax number will be available for you to use. If you stop using our fax services, your number may be released or reassigned to another customer. In the US, UK and Canada, we may support porting a fax number (both in and out) for an additional fee.

## Additional Features

From time to time, Dropbox will add additional features to enhance the user experience of our storage service at no additional charge. However, these free features may be withdrawn without further notice.

### **Third-Party features**

The Services may give you the option to link to third-party features and integrations. Dropbox does not own or operate any such features or integrations. If you access or use any third-party features or integrations, you are responsible for this access and use, and Dropbox is not responsible for any act or omission of the third party or the availability, accuracy, the related content, products or services of third parties.

### **Our stuff**

The Services are protected by copyright, trademark, and other US and foreign laws. These Terms don't grant you any right, title or interest in the Services, others' content in the Services, Dropbox trademarks, logos and other brand features. We welcome feedback, but please note that we may use comments or suggestions without any obligation to you.

### **Copyright**

We respect the intellectual property of others and ask that you do too. We respond to notices of alleged copyright infringement if they comply with the law, and such notices should be reported using our [Copyright Policy](#). We reserve the right to delete or disable content alleged to be infringing and terminate accounts of repeat infringers. Copyright infringement claims should be submitted using our [Copyright Complaint Form](#) or submitted to our designated agent for our Services at:

Copyright Agent  
Dropbox, Inc.  
1800 Owens St  
San Francisco, CA 94158  
USA  
[copyright@dropbox.com](mailto:copyright@dropbox.com)

### **Paid Accounts**

*Billing.* You can increase your storage space and add paid features to your account (turning your account into a "Paid Account"). We'll automatically bill you from the date you convert to a Paid Account and on each periodic

renewal date until cancellation. If you're on an annual plan, we'll send you a notice email reminding you that your plan is about to be renewed within a reasonable period of time prior to the renewal date. You're responsible for all applicable taxes, and we'll charge tax when required to do so. Some countries have mandatory local laws regarding your cancellation rights, and this paragraph doesn't override these laws.

*Cancellation.* You may cancel your [Paid Account](#) at any time. Refunds are only issued if [required by law](#). For example, users living in the European Union have the right to cancel their Paid Account subscriptions and obtain a refund within 14 days of signing up for, upgrading to or renewing a Paid Account by clicking [here](#).

*Downgrades.* Your Paid Account will remain in effect until it's cancelled or terminated under these Terms. If you're on a Dropbox Family plan, the Family manager may be able to downgrade your account at any time. If you don't pay for your Paid Account on time, we reserve the right to suspend it or remove Paid Account features.

*Changes.* We may change the fees in effect on renewal of your subscription to reflect factors such as changes to our product offerings, changes to our business or changes in economic conditions. We'll give you no less than 30 days' advance notice of these changes via a message to the email address associated with your account and you'll have the opportunity to cancel your subscription before the new fee comes into effect.

## **Dropbox Teams**

*Email address.* If you sign up for a Dropbox account with an email address provisioned by your organisation, your organisation may be able to block your use of Dropbox until you transition to an account on a Dropbox Team or you associate your Dropbox account with a personal email address.

*Using Dropbox Teams.* If you join a Dropbox Team, you must use it in compliance with your organisation's terms and policies. Please note that Dropbox Team accounts are subject to your organisation's control. Your administrators may be able to access, disclose, restrict or remove information in or from your Dropbox Team account. They may also be able to restrict or terminate your access to a Dropbox Team account. If you convert an existing Dropbox account into part of a Dropbox Team, your administrators may prevent you from later disassociating your account from the Dropbox Team.

## **Termination**

You're free to stop using our Services at any time. We reserve the right to suspend or terminate your access to the Services with notice to you if Dropbox reasonably believes:

1. you're in breach of these Terms,
2. your use of the Services would cause a real risk of harm or loss to us or other users, or
3. you don't have a Paid Account and haven't accessed our Services for 12 consecutive months.

We'll provide you with reasonable advance notice via the email address associated with your account to remedy the activity that prompted us to contact you, and give you the opportunity to export Your Stuff from our Services. If after such notice you fail to take the steps we ask of you, we'll terminate or suspend your access to the Services.

We won't provide notice or an opportunity to export Your Stuff before termination or suspension of access to the Services where Dropbox reasonably believes:

1. you're in material breach of these Terms, which includes, but is not limited to, violating our [Acceptable Use Policy](#),
2. doing so would cause us legal liability or compromise our ability to provide the Services to our other users, or
3. we're prohibited from doing so by law.

Once we suspend or terminate your access to the Services, you will not be able to access or export Your Stuff. Dropbox does not provide refunds if we suspend or terminate your access to the Services, unless required by law.

## **Discontinuation of Services**

We may decide to discontinue the Services in response to exceptional unforeseen circumstances, events beyond Dropbox's control (for example a natural disaster, fire or explosion) or to comply with a legal requirement. If we do so, we'll give you reasonable prior notice so that you can export Your Stuff from our systems (we will give you no less than 30 days' notice where possible under the circumstances). If we discontinue the Services in this

way before the end of any fixed or minimum term you have paid us for, we'll refund the portion of the fees you have prepaid but haven't received Services for.

## **Services "AS IS"**

We strive to provide great Services, but there are certain things that we can't guarantee. TO THE FULLEST EXTENT PERMITTED BY LAW, DROPBOX AND ITS AFFILIATES, SUPPLIERS AND DISTRIBUTORS MAKE NO WARRANTIES, EITHER EXPRESS OR IMPLIED, ABOUT THE SERVICES. THE SERVICES ARE PROVIDED "AS IS". WE ALSO DISCLAIM ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. Some places don't allow the disclaimers in this paragraph, so they may not apply to you. For example, these disclaimers do not override the legal protections, including statutory warranties, granted to consumers by EU law.

## **Limitation of Liability**

WE DON'T EXCLUDE OR LIMIT OUR LIABILITY TO YOU WHERE IT WOULD BE ILLEGAL TO DO SO – THIS INCLUDES ANY LIABILITY FOR DROPBOX'S OR ITS AFFILIATES' FRAUD OR FRAUDULENT MISREPRESENTATION IN PROVIDING THE SERVICES. IN COUNTRIES WHERE THE FOLLOWING TYPES OF EXCLUSION AREN'T ALLOWED, WE'RE RESPONSIBLE TO YOU ONLY FOR LOSSES AND DAMAGES THAT ARE A REASONABLY FORESEEABLE RESULT OF OUR FAILURE TO USE REASONABLE CARE AND SKILL OR OUR BREACH OF OUR CONTRACT WITH YOU. THIS PARAGRAPH DOESN'T AFFECT CONSUMER RIGHTS THAT CAN'T BE WAIVED OR LIMITED BY ANY CONTRACT OR AGREEMENT. IF YOU ARE AN EU OR UK CONSUMER, THESE TERMS DO NOT EXCLUDE DROPBOX'S LIABILITY FOR LOSSES AND DAMAGES THAT ARE A RESULT OF OUR FAILURE TO USE REASONABLE CARE AND SKILL IN PROVIDING THE SERVICES OR OF OUR BREACH OF OUR CONTRACT WITH YOU, AS LONG AS THOSE LOSSES AND DAMAGES ARE REASONABLY FORESEEABLE.

IN COUNTRIES WHERE EXCLUSIONS OR LIMITATIONS OF LIABILITY ARE ALLOWED, DROPBOX, ITS AFFILIATES, SUPPLIERS OR DISTRIBUTORS WON'T BE LIABLE FOR:

1. ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR

2. ANY LOSS OF USE, DATA, BUSINESS OR PROFITS, REGARDLESS OF LEGAL THEORY.

THESE EXCLUSIONS OR LIMITATIONS WILL APPLY REGARDLESS OF WHETHER OR NOT DROPBOX OR ANY OF ITS AFFILIATES HAVE BEEN WARNED OF THE POSSIBILITY OF SUCH DAMAGES.

IF YOU USE THE SERVICES FOR ANY COMMERCIAL, BUSINESS OR RE-SALE PURPOSE, DROPBOX, ITS AFFILIATES, SUPPLIERS OR DISTRIBUTORS WILL HAVE NO LIABILITY TO YOU FOR ANY LOSS OF PROFIT, LOSS OF BUSINESS, BUSINESS INTERRUPTION OR LOSS OF BUSINESS OPPORTUNITY. DROPBOX AND ITS AFFILIATES AREN'T RESPONSIBLE FOR THE CONDUCT, WHETHER ONLINE OR OFFLINE, OF ANY USERS OF THE SERVICES.

OTHER THAN FOR THE TYPES OF LIABILITY WE CANNOT LIMIT BY LAW (AS DESCRIBED IN THIS SECTION), WE LIMIT OUR LIABILITY TO YOU TO THE GREATER OF \$20 USD OR 100% OF ANY AMOUNT YOU'VE PAID UNDER YOUR CURRENT SERVICE PLAN WITH DROPBOX. THIS PROVISION DOES NOT APPLY TO EU CONSUMERS WHERE PROHIBITED BY [APPLICABLE LAW](#).

### **Resolving Disputes**

*Let's try to sort things out first.* We want to address your concerns without needing a formal legal case. Before filing a claim against Dropbox, you agree to try to resolve the dispute informally by sending us a written Notice of Dispute at [dispute-notice@dropbox.com](mailto:dispute-notice@dropbox.com) that includes your name, a detailed description of the dispute and the relief you seek. We'll try to resolve the dispute informally by contacting you via email. If a dispute is not resolved within 60 days after submission, you or Dropbox may bring a formal proceeding. If you reside in the EU, the European Commission provides for an online dispute resolution platform, which you can access here: <https://ec.europa.eu/consumers/odr>.

*Judicial Forum for Disputes.* You and Dropbox agree that any judicial proceeding to resolve claims relating to these Terms or the Services will be brought in the federal or state courts of San Francisco County, California, subject to the mandatory arbitration provisions below. Both you and Dropbox consent to venue and personal jurisdiction in such courts. If you reside in a country (for example, a member state of the European Union) with laws that give consumers the right to bring disputes in their local courts, this

paragraph doesn't affect those requirements. The venue and exclusive jurisdiction provision above does not apply to North Carolina consumers with respect to claims relating to or arising out of use of the Templates.

## **IF YOU'RE A US RESIDENT, YOU ALSO AGREE TO THE FOLLOWING MANDATORY ARBITRATION PROVISIONS:**

*We both agree to arbitrate.* You and Dropbox agree to resolve any claims relating to or arising out of these Terms or the Services through final and binding individual arbitration by a single arbitrator, except as set forth under the 'Exceptions to agreement to arbitrate' below. This includes disputes arising out of or relating to the interpretation or application of this 'Mandatory Arbitration Provisions' section, including its scope, enforceability, revocability or validity. The arbitrator may award relief only individually and only to the extent necessary to redress your individual claim(s); the arbitrator may not award relief on behalf of others or the general public.

*Opt out of Agreement to Arbitrate.* You can decline this agreement to arbitrate by [clicking here](#) and submitting the opt-out form within 30 days of first registering your account or agreeing to these Terms. However, if you agreed to a previous version of these Terms that allowed you to opt out of arbitration, your previous choice to opt out or not opt out remains binding.

*Arbitration Procedures.* The American Arbitration Association (AAA) will administer the arbitration under its Consumer Arbitration Rules. The AAA's rules and filing instructions are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879. The arbitration will be held in the United States county where you live or work, San Francisco (CA), or any other location we agree to. For North Carolina consumers, for claims relating to or arising out of use of the Templates, the arbitration will be held in North Carolina or any other location we agree to.

*Arbitration Fees and Incentives.* The AAA rules will govern payment of all arbitration fees. For individual arbitration of non-frivolous claims less than 75,000 USD for which you provided Dropbox with a Notice of Dispute, Dropbox will reimburse arbitration filing fees at the conclusion of the arbitration and will pay other arbitration fees. For all other claims, the costs and fees of arbitration shall be allocated in accordance with the arbitration provider's rules, including rules regarding frivolous or improper claims. If you receive an arbitration

award that is more favourable than any offer we make to resolve the claim, we will pay you 1,000 USD in addition to the award. Dropbox will not seek its attorneys' fees and costs in arbitration unless the arbitrator determines that your claim is frivolous or brought for an improper purpose.

*Exceptions to Agreement to Arbitrate.* Either you or Dropbox may assert claims, if they qualify, in small claims court in San Francisco (CA) or any United States county where you live or work. Either party may bring a lawsuit solely for injunctive relief to stop unauthorised use or abuse of the Services, or intellectual property infringement (for example, trademark, trade secret, copyright, or patent rights) without first engaging in arbitration or the informal dispute-resolution process described above. If the agreement to arbitrate is found not to apply to you or your claim, you agree to the exclusive jurisdiction of the state and federal courts in San Francisco County, California to resolve your claim. This exclusive jurisdiction provision does not apply to North Carolina consumers with respect to claims relating to or arising out of use of the Templates.

**NO CLASS OR REPRESENTATIVE ACTIONS.** You may only resolve disputes with us on an individual basis and may not bring a claim as a plaintiff or a class member in a class, consolidated or representative action. Class arbitrations, class actions, private lawyer general actions and consolidation with other arbitrations aren't allowed.

**Severability.** If any part of this 'Mandatory Arbitration Provisions' section is found to be illegal or unenforceable, the remainder will remain in effect, except that if a finding of partial illegality or unenforceability would allow class or representative arbitration, this 'Mandatory Arbitration Provisions' section will be unenforceable in its entirety. If you are found to have a non-waivable right to bring a particular claim or to request a particular form of relief that the arbitrator lacks authority to redress or award according to this 'Mandatory Arbitration Provisions' section, including public injunctive relief, then only that respective claim or request for relief may be brought in court, and you and we agree that litigation of any such claim or request for relief shall be stayed pending the resolution of any individual claim(s) or request(s) for relief in arbitration.

## Controlling Law

These Terms will be governed by California law except for its conflicts of laws principles. However, some countries (including those in the European Union) have laws that require agreements to be governed by the local laws of the consumer's country. This paragraph doesn't override those laws.

## **Entire Agreement**

These Terms constitute the entire agreement between you and Dropbox with respect to the subject matter of these Terms and supersede and replace any other prior or contemporaneous agreements or terms and conditions applicable to the subject matter of these Terms. Our past, present and future affiliates and agents can invoke our rights under this agreement in the event they become involved in a dispute with you. Otherwise, these Terms do not give rights to any third parties.

## **Waiver, Severability & Assignment**

Dropbox's failure to enforce a provision is not a waiver of its right to do so later. If a provision is found to be unenforceable, the remaining provisions of the Terms will remain in full effect and an enforceable term will be substituted reflecting our intent as closely as possible. You may not assign any of your rights under these Terms, and any such attempt will be void. Dropbox may assign its rights to any of its affiliates or subsidiaries, or to any successor in the interest of any business associated with the Services.

## **Modifications**

We may revise these Terms to better reflect:

1. changes to the law,
2. new regulatory requirements, or
3. improvements or enhancements made to our Services.

If an update affects your use of the Services or your legal rights as a user of our Services, we'll notify you prior to the update's effective date by sending an email to the email address associated with your account or via an in-product notification. These updated terms will be effective no less than 30 days from when we notify you.

If you do not agree to the updates we make, please cancel your account and stop using the Services before the updated Terms become effective. Where applicable, we'll offer you a pro-rata refund based on the amounts you have

prepaid for Services and your account cancellation date. By continuing to use or access the Services after the updates come into effect, you agree to be bound by the revised Terms.

## Dropbox

Desktop app

Mobile app

Integrations

Features

Solutions

Security

Early access

Templates

Free tools

## Products

Plus

Professional

Business

Enterprise

Dash

Reclaim.ai

Dropbox Sign

DocSend

Plans

Product updates

## Features

Send large files

Send long videos

Cloud photo storage

Secure file transfer

Cloud backup

Edit PDFs

Electronic signatures

Convert to PDF

## Support

Help centre

Contact us

Privacy & terms

Cookie policy

Cookies & CCPA preferences

AI principles

Sitemap

Learning resources

## **Resources**

Blog  
Events  
Customer stories  
Resources library  
Developers  
Community forums  
Referrals  
Reseller partners  
Integration partners  
Find a partner

## **Company**

About us  
Modern Slavery Statement  
Jobs  
Investor relations  
Corporate responsibility

