Terms of Service
VoltStudios

Effective Date

29 September 2025

Article 1: Introduction

1. This Terms of Service document (the "Agreement") sets forth the terms and conditions of your use of and engagement with the services ("Services") offered to you by VoltStudios. The terms "we" and "our" may be used in this Agreement hereafter to reference VoltStudios.

2. We strongly recommend you read through this Agreement to enable you to understand the capacity to which we provide our Services.

3. By using our Services, it is assumed you have read and have the capacity to understand this Agreement. If you do not agree to this Terms of Service document and all the terms contained herein, you must not use our Services.

4. For ease of reference, navigation and readability, this Agreement is organised into articles and paragraphs. For example, this is Article 1(4).

Article 2: Jurisdiction

1. These Terms of Service should be construed in accordance with the laws of the Kingdom of Belgium.

2. Accordingly, it is directed that any and all legal proceedings will take place in accordance with the laws of the Kingdom of Belgium.

Article 3: Description of Services and Scope

1. VoltStudios constitutes a group of freelancers that provide services, including, but not necessarily limited to, the following:

   a. Custom Minecraft plugins (i.e., made to the specifications of the client);
   b. Minecraft server setups;
   c. Minecraft server configurations;
   d. Bot applications for the Discord (https://discord.com) platform; and
   e. Discord server setups.

2. You accept that VoltStudios may, at any time, increase or decrease its scope of services for any reason as the business continues to develop.

3. Via VoltStudios, clients can request commissions to be completed to their specifications and the work will be fulfilled by one of our freelancers.

4. Pricing is entirely dependent on any individual freelancer and VoltStudios does not enforce any regulations that control how much or how little freelancers can charge.

5. In practice, pricing is likely to depend on the complexity and scope of the commission in question, as well as how soon the work needs to be completed by.

6. Freelancers are at will to accept or deny any request, for any, or no reason. It is likely, though, that a reason will be provided at the discretion of the freelancer if work cannot be fulfilled in accordance with the client's instructions.

Article 4: Assurance of Standards and Professional Diligence

1. VoltStudios hereby asserts it will act with professional diligence and will aim to resolve any disputes with you amicably.

2. We agree to be held to the standard that our representatives will respond to queries with their best knowledge and will approach senior representatives if any clarity is required.

3. We expect that you will be respectful towards our representatives at all times.

4. You agree that hostility or verbal aggression to our freelancers or management team will not be tolerated and we may refuse service if this is experienced.

Article 5: Payment Methods and Processing

1. Payments for commissions are handled by Stripe. Accordingly, you are automatically bound by their Terms of Service and Privacy Policy, accessible via their website at https://stripe.com.

2. Payment information is securely managed by Stripe and none of this information is made accessible to VoltStudios.

Article 6: Copyright Provisions

1. Work that is commissioned by a client remains the property of VoltStudios while production is ongoing.

2. After payment in full has been received and confirmed and the work has been marked as complete, the client will be able to use the work in terms that will have been agreed on a commission-by-commission basis.

3. Unless it has been explicitly agreed otherwise between the freelancer and client, VoltStudios reserves the right to reproduce the work in order to expand our portfolio and for other promotional or marketing purposes as we determine to be appropriate.

Article 7: Refund Policy

1. The default presumption should be that payments are final and refunds will not be issued ordinarily.

2. In exceptional circumstances, a refund may be issued at the discretion of VoltStudios, for example where no work has been provided or the work has been produced at an unacceptable quality.

3. Where VoltStudios decides the issuance of a refund is fair, appropriate and proportionate, we will then determine which type of refund to issue:

      a. Full refund (100% of the commission value); or

      b. Partial refund (1-99% of the commission value).

4. Once a decision has been made as to whether a refund will be issued and at what percentage of the original commission value, such a decision is final and cannot be appealed by any means.

Article 8: Declaration of Supreme Authority and Completeness

1. These Terms of Service shall constitute the whole and entire terms and conditions that govern your use of and engagement with VoltStudios' products and Services (the "Supreme Authority").

2. The Supreme Authority cannot be undermined by any other contract or agreement and the Supreme Authority automatically supersedes any other such agreement that is considered to have been effective prior to the effective date of this Agreement.

Article 9: Severability

1. If any part of this Agreement is found to be invalid, illegal, or unenforceable by a court of law, the rest of the Agreement will remain valid, legal and enforceable.

2. If it is the case that any invalid, illegal or unenforceable part can be modified or deleted to make it valid, legal and enforceable, VoltStudios, as represented by our legal team, will do so in a way that preserves the original intentions as much as possible.

Article 10: Right to Disambiguation and Accessibility

1. We are committed to ensuring our policies and procedures, including this Agreement, are accessible to all and easy to understand.

2. Accordingly, you have the right to disambiguation, meaning you can ask us for clarification about anything mentioned in this document and we can explain to you what it means in simple English.

3. Additionally, if you would like this Agreement to be made available in a different format such as in large print or in a specific font, please let us know and we will be able to accommodate your request.

4. You can email us at contact@voltstudios.net.

Article 11: Termination

1. You, as well as VoltStudios, have the perpetual right to terminate this Agreement at any time, for any, or no, reason, without consequence.

2. This does not invalidate any actions that may have been performed prior to the activation of this Termination clause.

3. Terminating this Agreement also means we reserve the right to stop providing you Services.

Article 12: Changes to This Agreement

1. This Agreement may be updated by virtue of any of the following at any time, for any, or no, reason by VoltStudios:

    a. additions;
    b. amendments; or
    c. deletions.

2. We will endeavour to notify you of significant changes to this Agreement at least thirty (30) days before such changes take effect.

3. It is unlikely that you will be notified about very minor changes to this Agreement. As a result, it is strongly advised that you occasionally revisit this Agreement as to ensure your agreement with it continues to be sustained.