



Professional Mixing & Mastering Studio

Pi Network Payment Platform

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# Terms of Service

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These Terms of Service govern the use of ELEKTRO25's professional audio services and the ELEKTRO25 Pi App ("the App"), available via Pi Network's ecosystem. By booking any service through the App or contacting us directly, you agree to be bound by these terms.

## 1. Eligibility & Account Security

- **Age Requirement:** You must be at least 18 years of age to use these services. If you are under 18, you must have a parent or guardian review and agree to these terms on your behalf.
- **Account Responsibility:** You are solely responsible for the security of your Pi Network account and login details used to access the App. ELEKTRO25 will not be held responsible for losses arising from unauthorized use of your account or personal data.
- **Accuracy of Information:** You agree that all information submitted during booking is correct, current, and non-fraudulent.

## 2. Services Agreement

- ELEKTRO25 provides professional audio engineering services including music production, mixing, mastering, and related work.
- All services are bookable directly through the ELEKTRO25 App. By making a booking, you confirm that you have read and accepted these Terms in full.
- Revisions are included with every service, subject to the scope limitations in Section 4.

## 3. Payment Terms

- **Pre-payment:** A payment is required in full before work commences
- **Currency:** ELEKTRO25 accepts payment exclusively via Pi Network cryptocurrency (\$PI) through the integrated Pi payment flow.
- **Verification:** \$PI transactions are verified on-chain. ELEKTRO25's server approves and completes payments via the Pi Platform API before work is initiated.
- **Rush Fees:** Rush Service is an add-on applied on top of base service prices.

#### **4. Revisions Policy**

- Revisions must be directly related to the original project scope.
- **Timeline:** Feedback must be provided within 14 days of delivery. Requests submitted after this period may be treated as new projects.
- **Scope:** Fundamental changes to project direction (e.g., genre change) fall outside standard revisions and may incur additional fees.

#### **5. Turnaround & Delivery**

- **Standard Turnaround:** 5-7 business days from the date payment is confirmed and all source files are received.
- **Rush Service:** 24-48 hours available as a paid add-on.
- **Methods:** Final deliverables (WAV, MP3) are provided via a secure download link.
- **Download Limits:** Download links remain active for 30 days. We highly recommend that you back up your final files immediately upon receipt.
- **File Retention:** ELEKTRO25 retains project files for 60 days as a courtesy backup; thereafter, files may be deleted without notice.

#### **6. Copyright & Ownership**

- The client retains full copyright and ownership of their original compositions and recordings.
- Upon full payment, the client receives an unrestricted license to use the final deliverables commercially.
- **Promotional Use:** ELEKTRO25 retains the right to include completed work in its promotional portfolio unless the client requests confidentiality in writing at the time of booking.

#### **7. Cancellation & Refunds**

- **Digital Product Nature:** Due to the nature of professional audio services (non-tangible irrevocable goods), completed services that have been delivered to the customer are not eligible for a refund.
- **Pre-Work Cancellations:** Cancellations made before work has commenced are eligible for a full \$PI refund, subject to network feasibility.
- **In-Progress Work:** Once work has started, refunds are assessed on a case-by-case basis proportional to the labor completed.
- **Non-Refundable Fees:** Rush Service fees and \$PI Network transaction fees are non-refundable.

## **8. Client Responsibilities**

- **Source Quality:** You must provide high-quality source files (min. 24-bit / 44.1 kHz WAV).
- **No Warranty for Fit:** ELEKTRO25 makes no warranty that the final product will fit a particular "commercial success" purpose or licensee-specific subjective expectation beyond professional industry standards.
- **Communication:** Respond to feedback requests in a timely manner to avoid project delays.

## **9. Limitation of Liability & Force Majeure**

- **Liability:** ELEKTRO25 shall not be liable for any loss or damage (including consequential loss) arising from the use of its services. Total liability shall not exceed the amount paid for the specific service.
- **Force Majeure:** Neither party shall be liable for any delay or failure to perform obligations if such delay is due to circumstances beyond their reasonable control (e.g., platform outages, natural disasters).

## **10. Dispute Resolution**

- Disputes shall be handled through good faith negotiation.
- If an amicable resolution cannot be reached within 30 days, the matter shall be handled in accordance with Portuguese law, with the courts of Portugal having exclusive jurisdiction.

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**Questions?** Contact us at [elektro25pt@gmail.com](mailto:elektro25pt@gmail.com)

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