

# Terms and Conditions

Last updated: 10/28/2024

Welcome to the **Koren Studio de Animações de Vídeos LTDA** website. By using our site and services, you agree to the following Terms and Conditions:

## 1. Definitions

- **Company:** Koren Studio de Animações de Vídeos LTDA, CNPJ 42.130.935/0001-32, located at Rua Senador Pompe, 834, Room 415, CEP 60.025-000, Fortaleza, Ceará, Brazil.
- **Client:** The individual who purchases our animation services through the website.

## 2. Sales Conditions

Animation services are offered upon payment. Delivery times vary from **1 to 3 business days**, depending on the complexity of the project.

## 3. Payment Policy

Payments must be made through the methods available on the site. The security of payment data is ensured by secure third-party platforms. We do not store payment information.

## 4. Service Delivery

After payment confirmation, the delivery timeframe for the purchased animations will be communicated to the client. We commit to meeting the delivery period of **1 to 3 business days**, except in exceptional circumstances.

## 5. Intellectual Property

The animation projects created by **Koren Studio de Animações de Vídeos LTDA** are the intellectual property of the company. When purchasing a project, the customer receives a **non-exclusive** license to use the animation in their videos or content, meaning the same animation may also be used by other clients.

We guarantee that all elements of the animations created by us are original and do not infringe on third-party copyrights, minimizing any risk of **copyright** issues related to the animations themselves. However, we recommend that clients consider changing the **background music** used in the projects, as some tracks may be subject to third-party copyright restrictions, especially on platforms like YouTube. **We do not assume responsibility** for any **copyright** issues related to the music used in videos if the client chooses to retain the provided track.

Additionally, it is important to note that, due to the **non-exclusive** nature of the projects, the client may encounter audience feedback stating that they have seen the same animation on another channel. **We do not take responsibility** for this type of feedback, as the animations can be purchased and used by different creators.

## 6. Limitation of Liability

Koren Studio de Animações de Vídeos LTDA is not responsible for the results obtained with the purchased projects, including but not limited to **increased views, subscribers, or engagement**. Although our animations are based on trends and have worked well for other channels and clients, we **do not guarantee** that the same results will be achieved by all users.

Furthermore, we are not liable for damages or losses of any kind, whether direct or indirect, resulting from the use of our animations, including, without limitation, loss of revenue, lost profits, or other financial damages.

We deliver high-quality projects based on current market trends, but we have no control over external factors that may influence a channel's performance, such as platform algorithms, audience behavior, or the content strategy adopted by the client.

## 7. Cancellations and Refunds

Cancellations are allowed before the start of animation production. If a cancellation is requested after the project has begun, refunds will not be applicable, except in cases of error by **Koren Studio de Animações de Vídeos LTDA**.

Refunds will only be considered in specific situations, such as:

- Delivery of an **incorrect or swapped skin**.
- **Technical issues** that prevent the use of the animation, such as file incompatibility or rendering failures.
- Delivery of a project with **significant discrepancies** from what was requested and previously agreed upon.

If any of these issues occur, please contact our team within **7 days** after delivery, and we will do our best to resolve the situation or provide a refund if necessary.

## 8. Governing Law

These Terms and Conditions are governed by and interpreted in accordance with the laws of **Brazil**, without regard to its conflict of law principles. Any dispute or controversy arising from the use of our services or related to these Terms will be exclusively submitted to the jurisdiction of the competent courts of **Fortaleza, Ceará, Brazil**.

By using the services of **Koren Studio de Animações de Vídeos LTDA**, you agree that any dispute will be resolved under Brazilian law and in the specified jurisdiction, waiving any other jurisdiction or legislation that may be applicable.

## 9. Contact

For any questions or issues related to the use of our services, please contact us:

- **Phone:** +55 (21) 8825-0879
- **Email:** [contact@onetapanimation.com](mailto:contact@onetapanimation.com)

### Contact Page

Get in Touch With Us

Do you have questions or need more information? Contact us via one of the methods below, and we will respond as quickly as possible:

- **Phone:** +55 (21) 8825-0879
- **Email:** [contact@onetapanimation.com](mailto:contact@onetapanimation.com)
- **Address:** Rua Senador Pompe, 834, Room 415, CEP 60.025-000, Fortaleza, Ceará, Brazil

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- Collect anonymous data for traffic analysis.

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