

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, ZIP 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. Payment data security 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. This means the same animation may also be purchased and 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.

Important Notice on Trends and Inspiration:

The projects may be inspired by **popular trends** and **publicly available content**. Koren Studio de Animações de Vídeos LTDA **is not responsible for any disputes or claims related to the use of similar ideas by competing channels**.

Music and Copyrights:

We recommend that clients replace the background music used in projects, as some tracks may be subject to third-party copyright restrictions, especially on platforms like YouTube. We do not take responsibility for any copyright issues related to the music if the client chooses to retain the provided track.

Non-Exclusive License Disclaimer:

Due to the non-exclusive nature of the projects, clients may receive audience feedback stating that the same animation has been seen on other channels. The company **is not responsible for such feedback**.

6. Limitation of Liability

Koren Studio de Animações de Vídeos LTDA does not guarantee specific results from purchased projects, such as increased views, subscribers, or engagement. We are not responsible for any damages or losses, direct or indirect, resulting from the use of our animations, including but not limited to lost revenue, profits, or other financial losses. While our animations are based on trends and have worked well for other clients, we cannot guarantee the same performance for every user.

7. Cancellations and Refunds

- Cancellations are allowed before the animation production begins.
- If a cancellation is requested after the project has started, refunds will not apply except in cases of errors caused by Koren Studio de Animações de Vídeos LTDA.

Eligible Refund Cases:

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

Procedure:

If any of these issues occur, please contact our team within **7 days of delivery** so we can resolve the issue or provide a refund if necessary.

8. Jurisdiction and Governing Law

These Terms and Conditions are governed by and interpreted under Brazilian law, without regard to conflict-of-law principles. **International Clients:** By using our services, clients outside Brazil agree to the application of Brazilian laws and the exclusive jurisdiction of the courts in Fortaleza, Ceará, Brazil, regardless of their location.

9. Contact

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

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

10. Cookie Policy

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- To personalize your experience on the website.
- To collect anonymous traffic data for analysis.

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