LEGAL

Terms and Conditions

General terms and conditions for business customers.

GENERAL TERMS AND CONDITIONS FOR BUSINESS CUSTOMERS · VERSION 24 NOVEMBER 2026

English translation for information only. Only the German version (AGB) is legally binding.

§ 1 Scope

1. These General Terms and Conditions (Terms) apply to all contracts for the services that Gridify Studio offers on this website, including contracts concluded by email.
2. The offer is aimed exclusively at businesses (Unternehmer) within the meaning of Section 14 of the German Civil Code (BGB), i.e. natural or legal persons and partnerships with legal capacity that act in the exercise of their commercial or independent professional activity when placing the order, and at legal entities under public law. We do not conclude contracts with consumers within the meaning of Section 13 BGB. By placing an order, the customer confirms that they are acting as a business or for a legal entity under public law.
3. Deviating terms and conditions of the customer do not apply, even if we do not expressly object to them.

§ 2 Contracting party

The contracting party is Paulo Leandro Azevedo Gomes, Gridify Studio, Haldesdorfer Str. 14, 22179 Hamburg, Germany, email info@gridify.studio, phone +49 173 2755087 (hereinafter “Gridify”).

§ 3 Services

1. Gridify creates digital designs, in particular posts and stories for social media, menus, welcome books and signs for holiday accommodation, graphics for shop windows and other glass surfaces (shop window graphics), menus for screens as image and video files (menu boards), gift vouchers, loyalty cards and counter displays (vouchers & loyalty cards), and flyers, posters and notices, including notices with tear-off tabs (flyers, posters & notices). The type, scope, delivery time and number of revision rounds are set out in the package description at the time of the order.
2. Gridify delivers files only. Printing, handing out and putting up printed matter, producing and installing vinyl or film, shipping printed matter, supplying, setting up and installing screens, players and software, publishing on social media, hosting files and checking content for legal compliance (for example price information, allergens, advertising claims, house rules, safety and emergency information, voucher and redemption terms, job ads) are not part of the services.

3. Gridify creates each design individually, without templates. Gridify may use licensed third-party content for this, in particular from Canva, Adobe Stock and fonts under free licences.
4. The following also applies to shop window graphics: Gridify sets up the print files according to the measurements provided by the customer and shows the design as a preview on a photo sent by the customer. The preview illustrates the effect, size and position of the graphics; colours and proportions on vinyl or film and on glass may differ from it. The customer has the vinyl or film produced and installed by a specialist company of their own choice. Gridify does not check whether graphics on windows, doors or façades are permitted or require a permit or the consent of third parties (for example the landlord). Shop signs, illuminated signs and vehicle lettering are not covered by the packages.
5. The following also applies to menu boards: Gridify delivers image and video files in the formats and resolutions stated in the package description, together with short instructions for playing them. Whether a particular device (for example a TV, a media player or an app) plays, repeats and continuously displays the files depends on its features and settings; Gridify does not warrant this. The preview on a photo (mockup) illustrates the effect; colours, brightness and proportions on the customer's screen may differ from it.
6. The following also applies to vouchers and loyalty cards: Gridify sets up the print files in the format specified by the customer. The value, service, validity, redemption terms and the reward of a loyalty card are set by the customer; Gridify puts the customer's information into the design and does not check whether it is legally permissible or how vouchers are to be treated for tax purposes. The preview on a photo (mockup) illustrates the effect; colours, paper and proportions in print may differ from it.
7. The following also applies to flyers, posters and notices: Gridify sets up the print files in the format specified by the customer; for notices with tear-off tabs, the cutting lines are drawn in, and the customer cuts them. Dates, prices, offers and, for job ads, the details of the job are set by the customer; Gridify puts the customer's information into the design and does not check whether it is legally permissible. The customer is responsible for clarifying whether and where posters and notices may be put up or flyers handed out. A preview on a photo (mockup) illustrates the effect; colours, paper and proportions in print may differ from it.

§ 4 Ordering and conclusion of contract

1. The presentation of the packages on this website is not a binding offer but an invitation to order.
2. The ordering process via the website: The customer chooses a package, confirms that they are ordering as a business and accepts these Terms, and is redirected to the payment page of the payment provider Stripe. There they enter their details and complete the payment. Until the payment has been completed, the customer can correct their selection and entries at any time using the input fields or the browser's back function, or cancel the process.
3. By completing the payment, the customer submits a binding offer. The contract is concluded when the payment is successful; the customer receives a confirmation of this by email.

4. Gridify may withdraw from the contract if the requested content is unlawful, discriminatory, harmful to minors or obviously misleading, or if there are indications that the customer is not ordering as a business (for example a missing or obviously private company name). Gridify will then refund any amounts already paid in full.
5. The contract language is German; on request, we also communicate in English. Gridify stores the contract text after the contract has been concluded (package, price, date, order data and the applicable Terms). The customer receives the order data with the confirmation by email and can save these Terms as a PDF before ordering. On request, Gridify will send the customer the version that applied when the contract was concluded.
6. If the customer orders by email, they thereby submit an offer. Gridify replies to the order within two business days (§ 7(1)). The contract is concluded when Gridify confirms the order by email; these Terms are attached to the confirmation as a PDF. Gridify only accepts orders that state the name and address of the business.

§ 5 Prices, payment, invoice

1. All prices are final prices in euros. Gridify is a small business within the meaning of Section 19 of the German VAT Act (UStG); VAT is therefore neither charged nor shown.
2. Payment is made in advance via the payment provider Stripe, in particular by card or Apple Pay. The payment methods shown on the payment page apply. For orders by email, the customer pays in advance according to the details in the confirmation (payment link or bank transfer); Gridify starts work once payment has been received.
3. The customer receives an invoice by email.

§ 6 Customer cooperation

1. After ordering, the customer sends all content required for the order (brief) by email, in particular texts, prices, logo, photos and preferences regarding style and colours. Gridify sends a checklist for this.
2. The customer is responsible for the accuracy of the content they send to Gridify, in particular prices, opening hours, allergen information and other mandatory information, for welcome books, house rules, times, contact details, safety and emergency information and instructions for appliances, for shop window graphics, the measurements of the glass surfaces, for menu boards, the number, format and orientation of the screens, for vouchers and loyalty cards, the value, service, validity, redemption terms and reward and, for flyers, posters and notices, dates, prices and the details in job ads. The customer checks texts that Gridify suggests or writes from the customer’s notes (for example captions or the copy of a welcome book) before publishing or using them; the customer decides whether and how to do so.
3. Gridify checks the brief within two business days (§ 7(1)) of receiving it. If content is missing, Gridify will ask for it. Gridify confirms by email when the brief is complete.

4. The customer does not send codes for doors or key safes. Gridify provides fields for them that the customer fills in. The customer sends a Wi-Fi password only if they want a QR code that lets guests connect.
5. For shop window graphics, the customer checks the measurements and the print files before having vinyl or film produced, or has them checked by the company commissioned to produce it. For vouchers, loyalty cards and counter displays and for flyers, posters and notices, the customer checks the print files, in particular format, texts and bleed, before having them printed.

§ 7 Delivery

1. The delivery time in the package description applies to the first draft and begins with the confirmation of the complete brief. It is calculated in business days; business days are Monday to Friday, excluding public holidays in Hamburg. Gridify delivers revisions within three business days of receiving the revision requests.
2. Gridify delivers the designs by email, as an attachment or as a download link, in the formats stated in the package description (usually PNG in 4K resolution and PDF; for welcome books, PDF and a Canva link; for shop window graphics, vector PDF, SVG and PNG; for menu boards, PNG and MP4; for vouchers, loyalty cards, flyers, posters and notices, print PDF and PNG).
3. If delivery is delayed, Gridify will inform the customer without undue delay. The customer's statutory rights in the event of delay remain unaffected.

§ 8 Revisions and acceptance

1. The number of revision rounds depends on the package. One revision round covers all change requests that the customer sends together in one email, for example regarding texts, prices, colours or positions.
2. If a design deviates from the brief or the package description (for example typos, wrong prices, wrong format), Gridify will correct this free of charge and without counting it towards the revision rounds. The statutory rights in respect of defects remain unaffected.
3. If, after delivery, the customer changes specifications they had set in the brief (for example style, format or content), or requests a completely new draft, this constitutes a new order. Further revision rounds can be agreed separately.
4. With the delivery, Gridify sets the customer a period of 14 days for revision requests and acceptance. If the customer does not refuse acceptance within this period, stating at least one defect, the design is deemed accepted (Section 640(2) BGB); any unused revision rounds then lapse.

§ 9 Rights of use

1. Upon full payment, the customer receives a non-exclusive right, unlimited in time and territory,

to use the delivered designs for their own business purposes, in particular on social media, on their own website, in their own printed materials (including vouchers and loyalty cards that they issue to their customers and flyers, posters and notices that they hand out or put up), on windows, doors and other glass surfaces of their own business premises, on screens in their own business premises and, in print and digitally, for the guests of their own properties. The customer may adapt the designs for these purposes, for example texts, prices or cropping.

2. The rights of use belong only to the customer as the contracting party. The customer may neither transfer nor sublicense them, and may not provide the designs to third parties for their own use, including affiliated companies, franchise partners or the customer's own clients. Passing them on to service providers such as print shops and sign shops that use the designs only for the customer is permitted. It is also not permitted to resell designs or elements of them, to offer them as templates, or to use or register them as a trademark, logo or business name. The customer's own names, logos and marks that the customer provides to Gridify remain unaffected.
3. The designs may contain licensed content from Canva and Adobe Stock. The customer uses such content only as part of the delivered design; the customer may not extract it, use it separately, pass it on or make it publicly available. For Canva content, the Canva Content License Agreement in the version applicable when the contract is concluded also applies. In particular, the customer may not use designs or elements of them for machine learning or artificial intelligence purposes, and may not use content showing people in advertising for tobacco products, for political purposes or for pharmaceutical, health, herbal or medical products.
4. Gridify provides the Canva file (package "Menu + social kit", all welcome book packages, package "Window + season kit", package "Menu wall" and the "Complete set" packages for vouchers & loyalty cards and for flyers, posters & notices) as a link through which the customer copies it into their own Canva account. Editing is governed by the terms of use between the customer and Canva; paragraphs 2 and 3 also apply to the Canva file. For the Canva file, Gridify uses free Canva content wherever possible and flags Pro content at delivery. If the file contains Pro content, the customer needs their own Canva Pro subscription to edit it.
5. Gridify only shows work for clients publicly, for example in its portfolio, with their consent.
6. If the customer culpably breaches paragraph 2 or 3, the customer shall indemnify Gridify against third-party claims, in particular claims by Canva and other rights holders.

§ 10 Customer content

1. The customer warrants that they hold the necessary rights to all content they provide to Gridify (for example logos, photos and texts) and that its use does not infringe any third-party rights.
2. The customer shall indemnify Gridify against third-party claims based on a breach of this warranty, including reasonable costs of legal defence, insofar as the customer is responsible for the breach.

§ 11 Cancellation and refunds

1. Until Gridify has confirmed the complete brief, the customer can cancel the order by email and will receive the full price back. After that, the customer can terminate the contract under Section 648 BGB.
2. If Gridify cannot carry out an order, Gridify will refund the full price.
3. If the customer does not send a brief within 30 days of ordering, Gridify may end the contract and will refund the full price.
4. Refunds are made via the original payment method.

§ 12 Liability

1. Gridify is liable without limitation for intent and gross negligence, for injury to life, body or health and under the German Product Liability Act.
2. In the event of a slightly negligent breach of an essential contractual obligation, liability is limited to the foreseeable damage typical for the contract. Essential contractual obligations are obligations whose fulfilment makes the proper performance of the contract possible in the first place and on whose compliance the customer may regularly rely.
3. Otherwise, liability for slight negligence is excluded.

§ 13 Final provisions

1. The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods.
2. Should a provision of these Terms be invalid, the remainder of the contract remains valid.
3. These Terms are available in German and English. Only the German version is legally binding; the English version is for information only.

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