



AMOX TOS Commissions Platform

Terms of Service

Last Updated: 01 December 2025

Operated by AMOX Studios s.r.o.

1. Introduction

These Terms of Service ("Terms" or "TOS") govern your access to and use of the AMOX Studios s.r.o. freelance and commission platform ("AMOX"), including all associated services provided through Discord, Tally forms, and other communication or integration tools. By creating a request, accepting an order, or otherwise using the AMOX platform, you agree to be bound by these Terms.

2. Definitions

- **Client:** A user who posts a commission request and pays for freelance services.
 - **Freelancer:** A user offering services in response to client requests.
 - **Commission Request:** A task posted by a client that freelancers can respond to.
 - **Thread:** A private communication channel between a client and interested freelancers.
 - **Management:** Official representatives of AMOX Studios s.r.o.
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3. Commission Process

3.1 Creating a Request

Clients may submit commission requests through the AMOX system. Each request will notify relevant freelancers with matching skills.

3.2 Freelancer Responses

Freelancers may react to the request and communicate with the client in a private thread. The client may select any freelancer for the job.

Private messages between clients and freelancers outside of official AMOX channels are strictly prohibited. Any user found violating this rule risks permanent termination from the platform without eligibility for refunds on active orders. AMOX is not responsible for any agreements or issues arising from private communications.

3.3 Starting the Commission

The commission only officially starts once the client has paid 100% of the agreed price upfront. AMOX Studios s.r.o. temporarily retains these funds for the sole purpose of facilitating completion of the transaction.

3.4 Communications

All communication and agreements between clients and freelancers must occur within the ticket created for the commission. Important information and binding agreements must be documented in writing through ticket messages; verbal or voice-only communications are not sufficient and will not be considered official.

4. Deadlines & Delivery

4.1 Deadline Adjustment

If the client delays payment after selecting a freelancer, the original deadline will be adjusted by the same number of days.

4.2 Completion & Approval

Upon completion of the commission, AMOX Studios s.r.o. will notify the client through the official communication channel. The client must review and either accept or request modifications **within seven (7) calendar days** of this notification.

AMOX will issue at least one reminder before the review period expires. If the client does not respond within the seven-day period, the work will be **deemed accepted automatically**, and the order will be marked as completed.

Clients may request revisions in good faith. Freelancers are encouraged—but not obligated—to accommodate such requests reasonably. If no agreement is reached, AMOX Studios may step in to mediate.

Where a delivered product (for example, a software plugin or digital file) operates correctly in the freelancer's environment but encounters issues caused by third-party dependencies or the client's unique setup, the freelancer is not required to troubleshoot those issues. Any additional adaptation can be negotiated separately.

Once an order is confirmed completed, the client is responsible for downloading and securely storing all associated files. AMOX Studios and the freelancer are not obligated to retain copies beyond the completion period.

5. Content Ownership & Usage Rights

5.1 Ownership & Portfolio Rights

Upon the client's full payment and order completion, **all intellectual property rights in the delivered work** are transferred to the client, unless otherwise stated by written agreement confirmed by AMOX Studios s.r.o.

AMOX Studios s.r.o. and its affiliates retain a **perpetual, non-exclusive license** to display completed works solely for marketing, portfolio, or promotional purposes.

Freelancers may also use the completed work in their individual portfolios or promotional materials, provided that such display does not breach any confidentiality obligation or Non-Disclosure Agreement (NDA).

Clients who wish to restrict public or portfolio usage of their commissioned content must notify AMOX Studios in writing via the official support ticket or by email at legal@amoxstudios.com before or at the time of completion.

Any agreed retention or limitation of rights (for example, author credit, non-resale, or attribution clauses) must be explicitly documented and approved by AMOX Management.

5.2 Marketing Showcase

Upon order completion, freelancers are encouraged to submit marketing materials (e.g., photos, videos, mockups) to AMOX Studios for showcasing on the platform. AMOX Studios s.r.o. has the right to display these materials for promotional and portfolio purposes. If a client does not wish their commissioned content to be showcased, such requests must be made in writing via the official AMOX support ticket or to: legal@amoxstudios.com

6. User Conduct

6.1 Respectful Communication

All users must treat each other respectfully. Harassment, insults, or unprofessional behavior in threads or direct messages will not be tolerated.

6.2 Violations

If a client harasses or acts aggressively toward a freelancer, AMOX Studios s.r.o. may:

- Immediately terminate the order without refund.
- Suspend or permanently ban the user from the platform.
- Prevent future usage of AMOX services.

The same applies if a freelancer engages in unacceptable behavior toward clients.

English is the preferred language for communication, especially in support tickets, for legal and record-keeping purposes.

7. Dispute Resolution

In case of disputes, clients and freelancers must open a support ticket. AMOX Studios s.r.o. will review evidence, including ticket communications and thread logs. Any attempt to falsify evidence or manipulate the process may result in termination of active orders without refund. Decisions made by AMOX Management following investigation are final within the platform and not subject to further internal appeal.

If a deadline is not met, clients must first attempt to communicate with the freelancer. If there is no response, escalate to AMOX Management. Where

appropriate, compensation will typically be issued as account credits deducted from the freelancer's payout.

If a client requests cancellation of an order after payment but before completion, AMOX Studios s.r.o. will review the request case-by-case. Refunds may be **partial or denied** depending on the amount of work already completed and any costs incurred.

Clients acknowledge that once a digital service has begun and work materials have been produced or delivered, **the right to a full refund under EU consumer law may no longer apply**, consistent with Article 16 of Directive 2011/83/EU on consumer rights.

AMOX Management retains discretion to issue goodwill or partial refunds in exceptional cases, such as freelancer unavailability or confirmed non-performance.

All refunds exclude non-refundable payment processor fees. Because AMOX Studios operates primarily with digital services, refunds are limited and granted only under justified circumstances.

8. Freelancer Terms

All freelancers must:

- Confirm they are at least 18 years old and legally able to enter binding service agreements under applicable law.
- Agree to the AMOX Freelancer Agreement.
- Provide payout-related information for invoicing and tax compliance.
- Handle tax filings within their country themselves.

Freelancers are independent contractors, not employees of AMOX Studios s.r.o. AMOX charges a platform commission on each order to cover operations and legal obligations.

If an NDA is required, the client must request assistance from AMOX Management.

9. Privacy & GDPR

All user data is processed under EU GDPR regulations. Users may request data removal or correction, except where retention is legally required.

Certain transaction records, invoices, and communications may be retained for up to 10 years where required for accounting or taxation purposes, in accordance with Czech Act No. 563/1991 Coll. on Accounting.

Requests: legal@amoxstudios.com

A separate privacy policy governs data handling practices.

10. Digital Goods & Pre-Made Products

All services and content are digital unless otherwise agreed. Pre-made goods are provided as-is, and any requests for modifications are at the freelancer's

discretion. AMOX Studios s.r.o. reserves the right to postpone, cancel, or decline any commission request to ensure quality and compliance with platform standards. While AMOX Studios facilitates the delivery of commissioned products, each client is responsible for the safe handling and use of delivered content. AMOX Studios and its freelancers are not liable for issues arising from third-party systems, integrations, or client-specific environments.

10.1 Content Makers & Influencer Services

AMOX Studios s.r.o. collaborates with independent content creators ("Content Makers"), including YouTubers, streamers, and other influencers who offer promotional services such as shoutouts, advertisements, sponsored content, or reviews.

All Content Maker services are handled **independently of the AMOX commission system**, and any payments for such services are made **directly to the Content Maker**, not to AMOX.

Accordingly:

- **AMOX promotional coupons, client-tier benefits, discounts, or credits do not apply** to Content Maker services.
- AMOX Studios s.r.o. does **not act as intermediary, escrow, processor, or guarantor** for influencer deals.
- AMOX is **not responsible** for refunds, non-delivery, late delivery, content quality, or any disputes arising from Content Maker services.
- All agreements, obligations, and expectations are **strictly between the client and the Content Maker**.

AMOX reserves the right to remove or disassociate from Content Makers who fail to meet platform standards, but AMOX shall not be liable for any damages or losses resulting from independent influencer transactions.

11. Liability

To the maximum extent permitted by law, AMOX Studios s.r.o. shall not be liable for indirect, incidental, or consequential damages arising from use of the platform or delivered works. AMOX's aggregate liability shall not exceed the total amount paid by the client for the specific order in question.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of the Czech Republic. Any disputes arising under or in connection with these Terms will be subject to the exclusive jurisdiction of the courts of the Czech Republic.

13. Modification of Terms

AMOX Studios s.r.o. may update these Terms at any time. Continued use after such updates constitutes acceptance. In the event of material changes affecting

users' rights or obligations, AMOX will provide prior notice (typically at least 7 days in advance) via official channels before the updated Terms take effect.

14. Contact

For support or questions about these Terms: legal@amoxstudios.com

AMOX Studios s.r.o.

Václav Tomášek, Executive Director

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By using AMOX Studios services, you confirm that you have read, understood, and agreed to this Terms Of Service.