

Terms and Conditions

General Terms and Conditions of Business for srtcloud.eu and app.srtcloud.eu · Last updated: 25 October 2026 · Download as PDF

1. GENERAL

Studio Dom d.o.o., OIB (Personal Identification Number): 70214267226, Brune Bušića 22, Zagreb, CROATIA (hereinafter: the "Merchant") and users or customers (hereinafter: the "Customer" or the "User") who purchase and use the services available on the portal app.srtcloud.eu.

1.1. These General Terms and Conditions of Business (hereinafter: "Terms") govern the relationship between the Merchant and the Customer.

1.2. These Terms are drawn up in accordance with the provisions of the applicable laws of the Republic of Croatia and the valid regulations of the European Union.

2. DEFINITIONS

- **SRT Server:** the digital service of renting a virtual server with a dedicated (fixed) IP address intended for SRT (Secure Reliable Transport) contribution and distribution: one input stream that can be distributed to up to 10 simultaneous outputs (receivers). The service is guaranteed for a bitrate of up to 12 Mbit/s per output (see 3.4).
- **Package:** the SRT Server for a defined period with an included traffic quota (see 3.3).
- **Portal:** the website app.srtcloud.eu through which the service is ordered, paid for and managed.
- **Contract:** the contract for the provision of services concluded electronically between the Merchant and the Customer at the moment the order and payment are completed.

3. SUBJECT OF THE SERVICE

3.1. The Merchant provides the digital service "SRT Server", which grants the Customer access to a virtual server with a dedicated IP address for the duration of the purchased Package.

3.2. The service is available after successful payment confirmation and automatic activation, usually within a few minutes, except in the event of technical difficulties or delays in transaction authorization.

3.3. The following Packages are offered (prices include 25% VAT):

- 3 days — 2 TB traffic included — 25 EUR
- 10 days — 7 TB traffic included — 50 EUR
- 30 days — 20 TB traffic included — 100 EUR

The current prices are always shown on the portal app.srtcloud.eu before the purchase is completed; in case of a difference, the price shown on the portal at the time of the order applies.

3.4. Traffic is counted as the sum of all outputs. The Merchant guarantees the operation of the service for a bitrate of up to 12 Mbit/s per output. Higher bitrates can be used, but the Merchant does not guarantee their operation and is not responsible for interruptions or quality problems at bitrates above 12 Mbit/s per output.

3.5. A Package ends when the purchased period expires or when the included traffic is used up, whichever occurs first. The server is then shut down automatically. The Customer may purchase a new Package to continue using the service.

3.6. Extension: the Customer may extend an active server by purchasing an additional Package. The purchased number of days is added to the remaining duration of the server and the included traffic is added to the remaining traffic allowance.

3.7. Coupons: the Merchant may issue coupons (for example a trial Package for new users). A coupon can be redeemed only on the portal, for the Package stated on the coupon, within its validity, and cannot be exchanged for money.

4. REGISTRATION AND ORDER

4.1. To use the service, the Customer must register (open a user account) on the portal app.srtcloud.eu. The Customer is obliged to provide accurate, complete, and up-to-date information.

4.2. When placing an order, the Customer selects the desired Package and goes through the purchase steps:

- Reviewing the offer and prices
- Entering/choosing the payment method
- Reviewing and confirming the order (the Customer has the option to correct any data)
- Completing the order and making the payment

4.3. The Contract is concluded at the moment the Merchant confirms receipt of the order electronically and processes the payment.

5. PRICE AND PAYMENT METHOD

5.1. The prices of the Packages are stated on the portal app.srtcloud.eu and include Croatian VAT (PDV) at the rate of 25%. The final amount will be clearly displayed before the purchase is finalized.

5.2. Payment is made via the Corvus Pay card system (VISA, MasterCard, Maestro, etc.) or other methods that may be available at the time of ordering.

5.3. The service is activated only after successful payment.

6. DELIVERY AND SERVICE USAGE PERIOD

6.1. This is a digital service, so there is no physical delivery.

6.2. Upon successful payment and order processing, the server is automatically launched and the Customer is provided with access credentials in their user account or via email.

6.3. The usual activation time is within a few minutes of successful payment, but it may exceptionally take longer due to technical or other unforeseen reasons.

6.4. The service is valid for the period of the purchased Package or until its included traffic is used up, whichever occurs first (see 3.5).

7. RIGHT OF WITHDRAWAL AND REFUND

7.1. In accordance with Article 72 of the Consumer Protection Act, the consumer has the right, within 14 days of concluding the contract, to unilaterally withdraw without stating any reason, except if the provision of the digital service has commenced in the meantime based on the explicit consent of the Customer (Article 79 of the Consumer Protection Act).

7.2. By accepting these Terms and starting the service immediately after payment, the Customer acknowledges that they are aware of losing the right to withdraw from the contract (i.e., the possibility of unilateral withdrawal within 14 days) if the service has already started being delivered and used.

7.3. In the event of technical difficulties or inability to use the service caused by the Merchant's oversight, the Customer may request a proportional extension or a refund by agreement.

7.4. For any complaints or grievances, the Customer may contact the Merchant via email. The Merchant undertakes to respond within 15 days from the date the complaint is received.

8. LIABILITY AND USE OF THE SERVICE

8.1. The Customer may only stream content for which they have validly resolved copyright (license, permission, contract, etc.). The Merchant is not responsible for verifying the copyright of content that the Customer distributes.

8.2. It is strictly prohibited to stream pornographic content, as well as any content that is prohibited by law or constitutes a violation of third-party rights (hate speech, incitement to violence, etc.).

8.3. In the event of a breach of points 8.1. and 8.2., the Merchant reserves the right to temporarily or permanently suspend the service without prior notice and without a refund of paid funds.

8.4. The Customer is obliged to use the SRT Server in accordance with applicable regulations and must not use it for illegal activities.

8.5. The Merchant strives to keep the service available and stable but does not guarantee complete absence of interruptions or errors. In extraordinary circumstances (force majeure, hacking attacks, malfunctions, etc.), temporary unavailability of the service may occur, and the Merchant will not be liable if all reasonable measures have been taken.

9. PERSONAL DATA PROTECTION

9.1. The Merchant collects and processes the personal data of Customers in accordance with applicable data protection regulations (GDPR) and its internal Privacy Policy.

9.2. Data is collected solely for the purpose of service execution, payment processing, and communication with the Customer.

9.3. More details on data protection are available in the Privacy Policy on srtcloud.eu.

10. DURATION AND TERMINATION OF THE CONTRACT

10.1. The Contract is concluded for the period of the purchased Package, unless the Customer uses up the included traffic before that period expires.

10.2. After the usage period expires or the quota is used up, the server will automatically shut down. The Customer can renew the service by ordering a new package.

10.3. The Merchant reserves the right to temporarily suspend or permanently terminate access to the service in the event of abuse or violation of these Terms.

11. JURISDICTION AND DISPUTE RESOLUTION

11.1. These Terms are governed by the laws of the Republic of Croatia.

11.2. In the event of a dispute, the parties shall endeavor to settle it amicably. If this is not possible, the competent court in the Merchant's place of business or the court determined by the applicable regulations shall have jurisdiction.

12. AMENDMENTS TO THE TERMS

12.1. The Merchant reserves the right to amend or supplement these Terms at any time. All changes will be published on srtcloud.eu and app.srtcloud.eu, and it is considered that the Customer is acquainted with the changes each time they visit the site or make a new purchase.

12.2. If there are significant changes that affect existing Contracts, the Customer will be notified by email and given the option to terminate the Contract if they do not agree with the changes.

13. EFFECTIVE DATE

13.1. These Terms take effect on the date of publication on srtcloud.eu and app.srtcloud.eu. By using the services after that date, the Customer confirms that they are familiar with and accept their content.

SALES CONDITIONS

The purchase takes place through the following steps: registration, selecting a package, entering and verifying data, paying by card (Corvus Pay), confirmation, and service activation.

Payment methods: card payment (VISA, MasterCard, etc.). Delivery time: up to 10 minutes after successful payment.

Delivery: does not apply as this is a digital service.

All contractual provisions and General Terms and Conditions of Business are available on our website and as a PDF document and include information on the right to withdraw from the contract, complaints, refund policy, warranties, and how the service is provided.

The Customer can correct errors at any time before the final confirmation.

After purchase, we send a confirmation and an invoice via email.

There are no special customs or export regulations pertaining to our services because they are digitally distributed.

We comply with current laws and regulations of the Republic of Croatia and the EU (GDPR).

SELLER INFORMATION

Company Name: Studio Dom d.o.o.

Company HQ: Brune Bušića street 22, 10000 Zagreb, Republic of Croatia

TAX ID: HR70214267226

Company registered in the commercial register: Commercial Court in Zagreb, Tt-10/1271-2

Amount of the company's share capital: €2,946.45 – fully paid up.

Authorized representative: Davor Omerza

Phone number: +385 98 458 911

Email address: info@srtcloud.eu

PRODUCTS & SERVICES

We offer the SRT Server — a virtual server with a dedicated IP address for distributing one SRT stream to up to 10 simultaneous outputs — as Packages of 3 days (2 TB traffic, 25 EUR), 10 days (7 TB traffic, 50 EUR) and 30 days (20 TB traffic, 100 EUR). All prices include 25% VAT. There are no delivery costs.

SECURITY OF ONLINE PAYMENTS

While conducting payments on our web shop you are using CorvusPay – an advanced system for secure acceptance of credit cards on the Internet.

CorvusPay system ensures complete privacy of your credit card data and personal data from the moment you type them into the CorvusPay payment form. Data required for billing is forwarded encrypted from your web browser to the bank that issued your payment card. Our store never comes into contact with your sensitive payment card data. Similarly, CorvusPay operators cannot access your complete cardholder data. An isolated system core independently transmits and manages sensitive data while at the same time keeping it completely safe.

The form for entering payment data is secured by an SSL transmission cipher of the greatest reliability. All stored data is additionally protected by hi-grade encryption, using hardware devices certified by FIPS 140 2 Level 3 standard. CorvusPay fulfills all of the requirements for safe online payment prescribed by the leading credit card brands, operating in compliance to the PCI DSS Level 1 standard – the highest security standard of the payment card industry. Payments made by cards enrolled with the 3-D Secure program are further authenticated by the issuing bank, confirming your identity through the use of a token or a password.

All information collected by CorvusPay is considered a secret and treated accordingly. The information is used exclusively for the purposes for which they were intended. Your sensitive data is fully secure and its privacy is guaranteed by the state of the art safeguard mechanisms. We collect only the data necessary for performing the work in accordance with the demanding prescribed procedures for online payment.

Security controls and operating procedures applied within the CorvusPay infrastructure not only ensure current reliability of CorvusPay but permanently maintain and enhance the security levels of protecting your credit card information by maintaining strict access controls, regular security and in-depth system checks for preventing network vulnerabilities.

Thank you for using CorvusPay!