

TERMS OF USE

Effective Date: July 16, 2026 · Extenso International Productions LTD, Burnaby, BC, Canada

These Terms of Use ("Terms") govern your use of extensostudio.com and the connected client systems (the "Site") operated by **Extenso International Productions LTD** ("Extenso," "we," "our," "us"), a company based in Burnaby (Metro Vancouver), British Columbia, Canada. By using the Site, you agree to these Terms. If you engage us for production services, the [Service Agreement](#) also applies; if the two conflict, the Service Agreement governs the service engagement.

1. Use of the Site

You may use the Site for lawful purposes only. You agree not to: attempt to access accounts or areas not intended for you; probe, scan, or test the security of the Site; scrape, harvest, or bulk-download content or contact information; interfere with the Site's operation; or upload malicious code. We may suspend access that violates these Terms.

2. Intellectual Property

All content on the Site — photographs, video, graphics, text, logos, page designs, and software — is owned by Extenso or its licensors and is protected by Canadian and international copyright law. You may not reproduce, distribute, or create derivative works from Site content without our written permission. Client work displayed in our portfolio is shown under the rights described in our Service Agreement. "EXTENSO" and our logo are trademarks of Extenso International Productions LTD.

3. Your Content and Testimonials

If you submit content to us — testimonials, reviews, feedback, or materials you upload through our forms or the client hub — you confirm you have the right to share it, and you grant Extenso a non-exclusive, royalty-free license to use it for operating and promoting our services (for example, showing your testimonial on our site). Tell us at any time if you'd like a testimonial taken down and we will remove it.

4. Client Hub Accounts

Clients receive a personal access code for the client hub. You are responsible for keeping your access code confidential and for all activity under it. Tell us immediately at contact@extensostudio.com if you believe your code has been compromised — we can rotate it instantly. Sessions end automatically after a period of inactivity for your protection. We may suspend hub access for misuse, non-payment, or security concerns.

5. Shop Purchases, Offers, and Promotions

Purchases through the Site are processed by Stripe under its own terms. Prices are in Canadian dollars unless stated otherwise and may change without notice; applicable taxes are added at checkout. Your order is an offer to buy: we may decline or cancel an order (with a full refund of anything paid) in cases of suspected fraud, obvious pricing errors, or unavailable stock.

a) Digital products

Digital products (such as LUTs, presets, sound effects, and templates) are delivered electronically after payment. Your purchase includes a **personal, non-transferable license** to use them in your own projects, including commercial projects you produce. You may not resell, share, redistribute, sublicense, or repackage digital products — on their own or inside another product — and a license covers one person or studio, not a team-wide or client-wide distribution unless the listing says so. Because digital files can't be returned, sales of digital products are final; if a file is corrupted or defective, tell us and we will replace it or refund it.

b) Physical merchandise

Physical items (such as apparel) ship to the address you provide at checkout; delivery timelines shown are carrier estimates, not guarantees, and risk of loss passes to the carrier on dispatch — though if a shipment goes missing, contact us and we will work it out with you. Unworn, unwashed items in original condition may be returned within **30 days** of delivery for a refund of the item price (return shipping is the buyer's responsibility); items marked final sale, and items made to order, are not returnable. Check the sizing information on each listing before ordering.

c) Promotions

Promotional codes and unlock links are personal, expire on the stated date, cannot be exchanged for cash, may not be combined unless we say otherwise, and may be withdrawn if we detect misuse.

6. Referral Program

Clients invited into our referral program earn a **10% commission** on the value of a referred client's first completed project. Commissions are confirmed **30 days** after the referred project's payment clears (to allow for refunds or cancellations) and are paid out per the schedule shown in your hub. Referred clients may receive a welcome discount on their first invoice. Self-referrals, fake accounts, spam, or misleading promotion void the related commissions, and we may remove participants who abuse the program. We may modify or end the program prospectively at any time; confirmed commissions are always honored.

7. Website Chat and AI Assistance

Our chat widget is answered first by an AI assistant, with escalation to a human. Chat responses are provided for general information about our services and are not professional, legal, or financial advice. Don't share sensitive information (passwords, full card numbers, government IDs) in chat. See our [Privacy & Cookies Policy](#) for how chat data is handled.

8. Third-Party Links and Services

The Site links to third-party services (for example Stripe checkout, Google Calendar booking, social platforms). We are not responsible for third-party content or practices; their own terms and privacy policies apply.

9. Disclaimers

The Site is provided "as is" and "as available." To the extent permitted by law, we disclaim all warranties, express or implied, including merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Site will be uninterrupted, error-free, or free of harmful components.

10. Limitation of Liability

To the maximum extent permitted by law, Extenso is not liable for indirect, incidental, special, consequential, or punitive damages, or lost profits, data, or goodwill, arising from your use of the Site. Our total liability for claims relating to the Site is limited to CAD \$100 or the amount you paid us through the Site in the 12 months before the claim, whichever is greater. Nothing in these Terms limits liability that cannot be limited under BC law.

11. Indemnity

You agree to indemnify Extenso against claims, damages, and reasonable legal costs arising from your breach of these Terms or misuse of the Site.

12. Changes to These Terms

We may update these Terms from time to time. When we make material changes, we update the effective date above and notify active clients by email. Continued use of the Site after changes take effect means you accept the updated Terms.

13. Governing Law

These Terms are governed by the laws of British Columbia and the federal laws of Canada applicable in BC. Disputes will be resolved in the courts located in Vancouver, British Columbia, and you consent to their jurisdiction.

Questions? contact@extensostudio.com · +1 437-788-7874

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