

Terms and Conditions

Last Updated: 14.04.2026

1. Company Information

This website is operated by Grinben OÜ, a company registered in Estonia.

Registered address: Harju maakond, Tallinn, Kristiine linnaosa, Seebi tn 1-1501, 11316

Email: support@grinben.com

2. Services

We provide digital marketing, advertising and media development services, including but not limited to campaign setup, strategy development, creative production and consulting.

All services are delivered electronically.

3. Eligibility

By using our services, you confirm that you are at least 18 years old and legally capable of entering into binding agreements.

4. Orders and Payments

All payments are processed securely via third-party payment providers.

By placing an order, you agree to:

- provide accurate billing information
- authorize the charge for the selected service
- comply with these Terms and Conditions

We reserve the right to refuse or cancel any order at our discretion.

5. Pricing

All prices are listed in EUR unless stated otherwise.

We reserve the right to change pricing at any time. However, changes will not affect already confirmed orders.

6. Service Delivery

Services are delivered within the timeframe specified at purchase or agreed upon in writing.

Delivery may include:

- digital documents
- campaign setups
- creative assets
- reports

Timelines may vary depending on client responsiveness and project scope.

7. Client Responsibilities

Clients agree to:

- provide required materials, access and approvals in a timely manner
- ensure that all provided content complies with applicable laws and platform policies

Failure to cooperate may result in delays without eligibility for refunds.

8. No Guaranteed Results

We do not guarantee specific outcomes, including but not limited to:

- revenue increases
- lead generation
- advertising performance

Results depend on multiple external factors beyond our control.

9. Refund Policy

Refunds are subject to our Refund Policy.

In general:

- refunds are only available before work has commenced
 - no refunds are issued for completed work
 - partial refunds may be granted at our discretion
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10. Chargebacks and Disputes

You agree to contact us before initiating any chargeback.

We reserve the right to dispute chargebacks with evidence of:

- service delivery
 - communication records
 - agreed terms
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11. Intellectual Property

All materials created remain our intellectual property until full payment is received.

Upon full payment, the client is granted a non-exclusive license to use the deliverables for their business purposes.

12. Prohibited Use

Clients may not use our services for:

- illegal activities
- misleading or deceptive advertising
- content that violates platform policies

We reserve the right to terminate services if such use is detected.

13. Limitation of Liability

To the maximum extent permitted by law, we are not liable for:

- indirect or consequential losses
- loss of profits or revenue

- third-party platform actions (e.g., ad account bans)
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14. Termination

We reserve the right to suspend or terminate services if:

- these Terms are violated
 - payment is not completed
 - fraudulent activity is suspected
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15. Governing Law

These Terms are governed by the laws of Estonia.

16. Contact

For any questions regarding these Terms, please contact:
support@grinben.com