



Terms & Conditions

Moom Mastering Terms and Conditions

Effective Date: [Insert Date]

These Terms and Conditions govern the use of services provided by Moom Mastering (“Moom Mastering,” “we,” “us,” or “our”) by any client (“client,” “you,” or “your”).

1. **Services**

Moom Mastering provides audio mastering services. Services may include, but are not limited to, audio file review, mastering, revisions, and delivery of final audio masters.

2. **Payment Terms**

Payment for general services is required at the time of intake and file submission. Any additional services requested or incurred after the initial intake process will be billed to the client. The client must pay all amounts due in full before any audio masters are released.

3. **Refund Policy**

A 100% refund will be granted upon request by email if the client is not satisfied after the third round of revisions; “third round of revisions” refers to revisions performed by Moom Mastering. After which, the client also has the option to request further revisions at the rate of \$100 per track. Refund and extended revision requests must be submitted to info@moommastering.net.

4. **Client Ownership**

Moom Mastering claims no ownership of any materials submitted by the client, whether audio-related or otherwise. The client retains all ownership rights in their content, logos, and user submissions.

5. **Limitation of Liability and Client Responsibility**

Moom Mastering will not be held liable for any damage, alteration, loss, or theft of materials after they have been provided to the client or any third party, including but not limited to file uploading, cassette duplication, compact disc manufacturing, vinyl mastering, vinyl cutting, and vinyl pressing. The client acknowledges that upon receipt of any files, they have been advised not to alter the content of supplied files and folders. The client also acknowledges that they have approved a provided proof prior to their deliverables being released to them and that they are responsible for the final quality check of said files prior to using them for file sharing, distribution, or replication of any kind.

6. **Social Media Promotion and Permissions**

The client acknowledges they have been made aware of Moom Mastering’s Social Media Promotion Upload/Permission Form. That form allows the client to choose the terms, conditions, and permissions related to Moom Mastering’s courtesy offer to feature the client’s release on social media platforms. By default, Moom Mastering will not share any materials that are not approved by the client. By default, Moom Mastering will also not use approved client materials or list the client as a client on moommastering.net unless the client authorizes us to do so.

7. **File Storage and Backup Responsibilities**

Moom Mastering stores project files and client master files on our systems for the duration of the active project and for a limited period thereafter, but this storage is not guaranteed and is not to be treated as a permanent or archival backup. The client acknowledges that Moom Mastering does its best to archive work yet does not guarantee the long-term storage or recallability of a client’s master files. Clients are strongly encouraged to make their own backup copies of all deliverables and project-related files when they receive them. The client’s intake form also provides the option to opt out of Moom Mastering storing their files on our storage devices; if the client has selected this option, we will not retain their files beyond the completion of the immediate project tasks, and the client will not be able to request later retrieval of those files.

8. **Turnaround Time for Services**

Turnaround time for services is fluid and based on the scope of the project and the level of communication between the client and Moom Mastering. We do not guarantee a specific turnaround time and provide only approximate estimates via email. The client acknowledges that delays may occur due to project complexity, client-requested revisions, or client-side communication interruptions. If Moom Mastering does not provide a completed master file within 30 days of the initial estimated completion date we have communicated to the client, and if the delay is solely due to Moom Mastering’s own failures (and not the client’s failure to respond, provide materials, or approve proofs), the client will be entitled to a 100% refund of fees paid for that specific project.

9. Moom Mastering has posted various resources for the client’s consideration on its webpage. Moom Mastering will not be held liable for any use or misuse of said resources and encourages the client to do due diligence in using services from any third parties.

10. **Contact Information**

For questions, refund requests, or permissions-related issues, contact:

Moom Mastering

Email: info@moommastering.net.

11. **Governing Law**

These Terms and Conditions shall be governed by and construed in accordance with the laws of the State of Washington.

___ I acknowledge that I have read, understand, and agree to be bound by the Terms and Conditions agreement.

Signed: _____

Date: _____

Or

___ By checking this box, I (The Client) acknowledge that I have read, understand, and agree to be bound by the Terms and Conditions agreement.

Signed: _____

Date: _____

