> The German version is authoritative. English versions are provided for clarity.

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Contracting party and language

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Contract language: German.

These details apply to your use of Mandelcloud. For a purchase through our payment service provider Paddle, the Paddle entity identified at checkout is your seller and Paddle's Buyer Terms also apply to that purchase. Mandelcloud remains responsible for providing the application and product support.

Service and requirements

Mandelcloud provides a browser-based platform for 3D fractal scenes. The landing page and explicitly enabled work previews are public. Community, Cockpit, Diary, and account functions require sign-in. Diary contains your saved scenes and drafts; Collection contains private bookmarks of published works. Remix loads a shared scene into Cockpit and creates your own entry only when you save it.

Users are responsible for keeping credentials secure and must report abusive use of their account without undue delay.

Registration, account use including the Free plan, and purchasing paid subscriptions are limited to people who are at least 18 and have reached the age of majority where they live. Accounts for minors are not offered, including with parental permission. Publicly available previews may be viewed without an account; this does not create a right to an account or paid services.

When registering and making new purchases, you confirm these age requirements. This self-declaration is not identity verification. If we receive specific indications that an account belongs to a minor, we review the case and may proportionately restrict account use. Contact, statutory rights, cancellation, withdrawal, and data protection requests remain available.

Cockpit is intended for desktop computers, laptops, and larger tablets and renders images locally on your device. Cockpit is not available on smartphones and small touch displays, including in desktop-site mode or Safe Mode; other pages and account features remain available. It requires a current browser with WebGPU support, enabled hardware acceleration, and a compatible graphics card with current drivers. A device or browser name alone does not guarantee compatibility, and a successful startup check does not guarantee trouble-free operation.

Speed, stability, output sizes, video lengths, frame rates, and appearance depend on the device, browser, graphics driver, and scene complexity. Demanding scenes and large exports may be slow or exceed the device's limits; Safe Mode is for troubleshooting and does not extend the supported device scope. Current recommendations and known limitations are published in the FAQ. Test the free Cockpit on the intended device before subscribing.

Imported older scenes may need adjustment. Importing Mandelbulb 3D scenes (.m3p) is a migration aid without any promise of full compatibility or identical rendering; Cockpit lists the known limitations. Mandelbulb 3D is an independent third-party program, and Mandelcloud is not affiliated with its developers. Experimental features and import results may continue to evolve.

DEVICE AND BROWSER REQUIREMENTS

Display names, public handles, and identity

You may use a display name or a pseudonym. Display names are not exclusive and may be shared by several users. The public handle (@name) distinguishes your profile and forms part of its address. A handle is assigned to only one account at a time, regardless of letter case. Names and handles do not prove a verified identity or official affiliation.

Available, permitted handles are generally allocated in the order they are registered (first come, first served). Statutory claims and third-party rights take precedence over this allocation rule. Allocation does not create ownership of a name or priority over those rights. If you change or release your handle, the previous handle may be allocated again.

Your display name, handle, and other profile information must not infringe third-party name, personality, trademark, or other rights. You must not misleadingly impersonate another person, including a public figure, a company, or the official Mandelcloud team, support, or moderators, or falsely suggest an affiliation. Insulting, threatening, or unlawfully discriminatory profile information is prohibited.

Merely sharing a name does not in itself breach these rules. Fan, parody, or commentary profiles must clearly identify their unofficial nature; a label does not permit other infringements. We assess possible violations in the context of the entire profile and the circumstances of each case.

If a violation is established, we may require a change, remove the affected profile information or handle, or restrict its use, to the extent necessary and proportionate. Where circumstances allow, you will first have an opportunity to respond or correct the information; we may act immediately where prompt action is required. Affected names may be provisionally replaced with neutral values and locked against changes pending review. A handle removed because of a violation may remain reserved against reallocation; release does not automatically restore previous names. A report alone does not result in a handle being transferred to the reporter. Decisions are explained and may be reviewed through the procedure described below.

Own content, publishing, and remix

You retain your rights in your own content, scenes, images, and files, subject to third-party rights.

You may upload or publish only content for which you hold the necessary rights.

Private Diary entries remain private account data unless you intentionally publish them.

By publishing, you grant Mandelcloud a limited, non-exclusive, worldwide license to the extent required to store, process, display, prepare previews of, transmit, back up, moderate, and provide the published content on the platform.

“Image only” publishes the visual presentation without sharing the scene for remixing.

“Image + scene” also shares the scene for remixes in Mandelcloud. Other users may create their own works from it and publish them with a visible credit trail to the source work. A remix that another member began while the scene was shared may be published with visible origin even if you later unpublish the source work, switch it to “Image only”, or delete it. No one can begin new remixes after that.

A remix does not transfer rights in the source work and does not overwrite it.

The platform licence generally ends when content is effectively deleted; necessary backups expire according to the periods described in the Privacy Policy. Other members’ remixes that are or may be published under these terms may remain. Source works and lineage necessary for them may continue to be shown without association with your account. The surviving licence is limited to that purpose. Statutory privacy and personality rights remain unaffected.

Conduct, reports, and moderation

Illegal content, infringement of third-party rights, malware, technical attacks, circumvention of safeguards, spam, and abusive platform use are prohibited.

Public works, profiles, and comments can be reported through the product interface or without a personal account at www.mandelcloud.com/report-content. This includes disputed display names and handles, impersonation, and insults. Provide the exact profile or content address, the disputed information, and a specific explanation; when asserting rights, explain your entitlement or authority to act and any available evidence. Normally provide the name of the reporting person or organisation and an email address for the receipt and decision. For notices concerning suspected offences under Articles 3–7 of Directive 2011/93/EU, name and email may be omitted; without email, delivery is not possible. Reports must be accurate and complete to the reporter's knowledge. Legal notices may also be sent to office@mandelcloud.com.

We review reports in a timely, careful, and impartial manner. Moderation decisions are not made solely by automated means. We consider the rights and legitimate interests of those involved, including freedom of expression, and choose necessary, proportionate measures.

When content or accounts are restricted, we inform affected users of the measure and its main reasons, including the applicable rule and available review routes, where legally required and permitted. A report alone does not automatically cause removal.

Affected users can request a review of a moderation decision with the reference ID from the decision notice.

For legal, authority, and DSA-related requests, office@mandelcloud.com is the point of contact.

SUBMIT A PUBLIC CONTENT NOTICE | REQUEST MODERATION REVIEW

Plan contents, usage limits, and fair use

Free is the entry plan for local Cockpit creation and the community, including Collection, comments, and follows. It includes high-quality stills, animation playback, your own animations with up to three snapshots, and social video in 16:9, 1:1, or 9:16 up to 720p/30 and 12 seconds without sound. One object can be created per scene. Free includes up to 10 private cloud Diary scenes and 1 MiB of file storage exclusively for their private previews. General file uploads, a saved cloud default scene, and publishing your own works are not included.

Starter adds animations with up to 512 snapshots, audio-reactive animation, sending the turntable to the timeline as a camera move whose keys can be edited only on Pro, video up to 1080p/30 with sound and no fixed length limit, and separate transparency images. It also includes up to 250 cloud Diary scenes, a saved default scene, publishing as an image or remixable scene, profile image and banner, and the Sci-Fi theme world. File storage is 2 GiB; preview images for published works are limited to 600 KB per file. One object can be created per scene.

Pro adds precise keyframes, curves, and expressions, video up to 4K with no fixed frame-rate limit, image sequences, and separate images for transparency, depth, and surface direction. Up to eight objects, each with its own shape and material, can be created per scene. Cloud Diary includes up to 2,500 scenes. File storage is 20 GiB; preview images for published works are limited to 1.25 MB per file.

The scene allowance applies to cloud Diary scenes stored at the same time, including unpublished drafts; local scenes do not count. Scenes and file storage are separate allowances: a scene uses one scene slot, while its images count toward file storage. Technical limits on the scope and size of individual scenes still apply.

Private cloud Diary previews, profile images, banners, and images of published works count toward file storage. Saved scenes, settings, bookmarks, and local data do not count toward it. Uploads follow the size and file limits shown during upload.

Published works are shown in the community as a preview up to 640 pixels and a detail image up to 1,280 pixels (Starter) or 1,920 pixels (Pro) on the longest edge; the publishing creator's plan determines the limit. Smaller images are not enlarged, and local exports are not affected. Pro creators may additionally offer a high-resolution image up to 4,096 pixels and 8 MB as an explicit download; it counts toward file storage.

After a plan change, cancellation, or payment problem, existing scenes and files remain readable, exportable, and deletable, and published works can be unpublished. If an account is over its current allowance, new cloud scenes or uploads are possible again once space is free or a plan with a larger allowance is active.

Only plans and optional services displayed with their content and price immediately before the order, and expressly ordered there, form part of the subscription.

Community features do not grant permission for automated mass access, large-scale downloads, or using others’ works in datasets or model training without the necessary permission. Uses permitted by mandatory law remain unaffected. Publication does not grant a general licence beyond the platform and remix functions described here.

For unusually high or abusive use, Mandelcloud may limit access, apply temporary restrictions, or review activity. Existing stored content is not deleted for that reason.

Paid plans and billing

Paid features are offered as subscriptions. The seller, plan, essential service, total price for each billing period including applicable taxes, and cancellation terms are displayed before you place an order with an obligation to pay; the total price shown there is authoritative. Trials apply only if they are explicitly shown there.

Starter and Pro subscriptions are billed monthly. They run for an indefinite term and renew for one month at a time until cancelled. Cancellation is possible at any time with effect at the end of the current paid billing month; there is no longer notice period.

Price changes for existing subscriptions are communicated in text form before they take effect and apply only to future billing periods. Where consent is required, it is obtained; an increased price is not charged without required consent. Cancellation at the end of the current period remains available.

Before a new paid order, we request your express agreement to begin the digital service during the withdrawal period. This does not end the statutory withdrawal right when you first access the service; expiry requires the statutory conditions, including complete performance of the contract.

If there is a payment problem, paid features may pause for new actions until payment is resolved. Existing Diary entries, published works, and stored files are not deleted for that reason.

Statutory rules for conformity, updates, remedies, price reduction, and termination of digital products and services apply. These Terms do not restrict statutory consumer and warranty rights, in particular withdrawal rights.

Purchases through Paddle and refunds

Starter and Pro subscriptions are sold to you by our payment service provider Paddle in its own name as the authorised reseller (Merchant of Record). Under Paddle's Buyer Terms, buyers outside the USA and Canada purchase from Paddle.com Market Limited, 30 Old Bailey, London, EC4M 7AU, United Kingdom; the relevant entity is identified at checkout. Paddle takes the payment, issues the invoice, and handles taxes, which is why Paddle appears on your invoice and bank statement. You do not need a Paddle account.

The purchase is governed by the Paddle Buyer Terms presented at checkout; these Terms of Use govern use of the application. Mandelcloud provides the application, your content, and product support.

For payment questions, invoices, and refund requests, use the management link in your Paddle confirmation or paddle.net. For product problems and assistance, contact Mandelcloud at support@mandelcloud.com.

Refunds are subject to Paddle's Refund Policy and the mandatory consumer rights in your country. A discretionary refund is promised only if expressly offered; statutory rights for defective products remain unaffected.

PADDLE BUYER TERMS | PADDLE: WITHDRAWAL AND REFUNDS | PADDLE BUYER SUPPORT

Withdrawal and model withdrawal form

Paddle is your seller for a Paddle purchase. Consumers in the EU or EEA generally have fourteen days from conclusion of a new online subscription contract to withdraw without a reason. Statutory conditions, exceptions, and any extended deadline for missing information still apply. Monthly renewal alone does not normally create a new withdrawal right.

Send an unequivocal withdrawal declaration to Paddle through the management link in your purchase confirmation or paddle.net. You may also use our public form at www.mandelcloud.com/withdraw-contract without signing in, or email office@mandelcloud.com. We acknowledge the content, date, and time of receipt and coordinate handling with Paddle. If a deadline is imminent, also use a direct Paddle contact route. A prior support request and the model below are not required.

Timely sending of the unequivocal declaration to the responsible contracting party normally meets the deadline. A valid withdrawal reverses the contract; Paddle handles reimbursement under its terms and mandatory consumer law. A receipt acknowledgement does not confirm that a refund has been issued. Statutory withdrawal refunds are normally due within fourteen days of receipt, using the original payment method and without an additional refund fee.

Starting a digital service immediately is not the same as complete performance. Loss of the withdrawal right or payment for performance already supplied can apply only under the statutory conditions. The Paddle information provided at purchase also explains treatment of digital content; mandatory consumer rights take precedence over conflicting terms.

Optional model — To: the seller identified in your Paddle purchase confirmation, through its stated contact route. Copy or handling assistance: office@mandelcloud.com. I hereby withdraw from my contract for [plan / service] concluded on [date]. Order, invoice, or subscription reference: [if available]. Name: [name]. Address: [address]. Email for confirmation: [email]. Date: [date]. Signature only for a paper notice. Fill in the square brackets when using this model; the online form asks for the required details separately.

Where a statutory withdrawal right applies to your direct service relationship with Mandelcloud, you can exercise it by an unequivocal statement to Markus Kösel, Ahornhöhe 22, 87437 Kempten (Allgäu), Germany, office@mandelcloud.com, or through the public withdrawal form. The model may be adapted for that purpose.

SUBMIT WITHDRAWAL ONLINE | PADDLE: WITHDRAWAL AND REFUNDS

Cancellation, data export, and account deletion

You can cancel your subscription when signed in under Billing in the account area, without signing in through the cancellation form linked below, or directly with Paddle through the link in your purchase confirmation or paddle.net. Cancellation ends future renewal and takes effect at the end of the current paid period. It differs from withdrawal, which reverses a withdrawable contract within the withdrawal period, and from a refund.

The cancellation form acknowledges the content, receipt time, and requested end date of your declaration. We forward the cancellation to Paddle and confirm completion separately; any matching review does not change the receipt time. Statutory termination rights remain unaffected.

Already paid billing periods are generally not refunded pro rata unless mandatory statutory rights, explicit ordering terms, or individual support decisions require otherwise.

Cancellation, plan changes, or payment problems change future paid features, but not your rights in your own creations, and do not automatically change the visibility of already published works.

Signed-in users can download their account data and creations separately.

Request account deletion in the account area or at info@mandelcloud.com; it is separate from subscription cancellation and does not automatically end a payment obligation. We accept deletion requests regardless of subscription status, coordinate active subscriptions, and retain only legally necessary data with restricted access. Statutory data protection rights remain unaffected.

Published remixes and source works necessary for them may remain without association with your account. The publishing and remix section and the Privacy Policy explain the details.

WITHDRAW FROM CONTRACT | CANCEL CONTRACTS HERE

Contract versions, changes, and account closure

The service relationship begins with registration and acceptance of these Terms. Until you submit the registration form, you can review and correct all entries. You can read and save them as a PDF before accepting. Your registration confirmation includes the accepted Terms and Privacy Policy as PDFs. After a purchase, you also receive the Mandelcloud documents applicable to it; Paddle sends the purchase confirmation and invoice separately.

Publishing a new version does not automatically change existing agreements. We inform you of necessary amendments and obtain consent where required. Changes to a continuously supplied digital product must meet statutory conditions, including a valid contractual reason, no additional cost, and required information and termination rights. Statutory performance and warranty claims remain available.

You can end free account use at any time by requesting deletion; paid subscriptions require separate cancellation. After review of serious or repeated rule violations, we may impose proportionate restrictions or close an account. Where reasonably possible, we first explain the reasons and allow a response or correction. Acute security risks or unlawful content may require immediate action. Review routes and statutory rights remain available.

Availability and liability

Mandelcloud is operated with reasonable care. Uninterrupted availability, specific output times, or identical appearance on every browser and device are not guaranteed.

The operator has unlimited liability for intent, gross negligence, injury to life, body, or health, and under mandatory statutory provisions.

For slight negligence affecting essential contractual duties, liability is limited to typical foreseeable damage. Essential contractual duties are duties whose fulfilment enables proper contract performance and on which users may regularly rely.

Otherwise, liability is excluded to the extent permitted by law. Statutory consumer rights remain unaffected.

Final provisions

German law applies, excluding the UN Convention on Contracts for the International Sale of Goods, unless mandatory consumer protection rules require otherwise.

If the user is a merchant, legal entity under public law, or special fund under public law, venue is the operator's registered place of business. For consumers, statutory venues apply.

The operator is neither obliged nor willing to participate in dispute settlement proceedings before a consumer arbitration board.

Consumers retain the protection of mandatory laws in their country of habitual residence.