

# ClearCue – Terms of Service (v1.3)

Last updated: 02 February 2026

Welcome to ClearCue.

ClearCue (“we”, “us”, “our”) provides frame-accurate timing-generation tools, media-based cue files, and related services through our website and platform (the “**Service**”).

By creating an account, accessing the Service, or generating or downloading any ClearCue cue file, you agree to these Terms of Service (“**Terms**”).

If you do not agree, do not use ClearCue.

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## 1. Eligibility

To use ClearCue, you must:

- be at least 18 years old, and
- be legally capable of entering a binding agreement.

Accounts created through automated, fraudulent, or deceptive means may be suspended or removed.

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## 2. Your Account

You are responsible for:

- keeping your login credentials secure
- all activity under your account
- ensuring your account information remains accurate

We may suspend or terminate accounts that violate these Terms.

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## 3. Plans, Subscriptions & Billing

ClearCue offers the following plans:

- **Free Plan** – limited daily generation capacity
- **Rhythm Plan** – increased monthly and daily generation capacity
- **Flow Plan** – extended generation capacity and advanced timing modes
- **Studio Plan** – high-volume generation limits and multi-seat use

Plans limit **generation capacity**, not access to features or ownership of generated files.

Prices are shown in GBP unless otherwise stated.

### 3.1 Recurring Billing

Paid plans are billed on a recurring monthly basis.

Payments are processed securely via Stripe.

By subscribing, you authorise Stripe to charge your selected payment method.

### 3.2 Refunds

All purchases are non-refundable except where required by law.

Courtesy refunds may be offered at our discretion.

### 3.3 Cancellation

You may cancel at any time.

Your plan remains active until the end of the current billing period, after which your account reverts to the Free Plan.

Previously generated cue files remain usable in accordance with Section 5.

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## 4. Usage Limits

Each plan includes defined daily and monthly generation limits, which reset at midnight (Europe/London).

Attempts to circumvent limits — including but not limited to:

- multiple accounts
- VPN or IP cycling
- automation or scripted access
- technical bypassing

may result in suspension or permanent termination.

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## 5. Cue File Licence (IMPORTANT)

When you generate or download a ClearCue cue file (including .mp4, .mov, .wav, or any future supported media format), you are granted a **personal, non-exclusive, non-transferable licence** to use that file in:

- personal creative projects
- commercial projects
- client work
- online, social, broadcast, and film environments

### You MAY NOT:

- resell, redistribute, or share ClearCue files as standalone assets
- include ClearCue files in any template, preset, cue pack, or commercial library
- upload or sell ClearCue files on any marketplace
- reverse-engineer, extract, or analyse timing logic, click patterns, metadata, or embedded structures
- build or attempt to build a competing timing or cue-generation service
- modify and re-publish ClearCue files as your own timing assets
- use ClearCue files or outputs to train machine learning or AI models

**For clarity:**

- You own your edits and final creative works.
- **ClearCue retains ownership of the timing engine, timing structures, embedded metadata, and underlying systems used to generate cue files.**

This licence mirrors industry-standard terms used for sound effects, LUTs, video assets, and motion libraries.

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## 6. Intellectual Property

ClearCue Ltd retains all rights, title, and interest in and to:

- the ClearCue timing engine
- all generators, systems, and underlying logic
- cue media structures and embedded metadata
- the website, platform, UI, documentation, and branding
- all software, algorithms, workflows, and design
- any derivative improvements or enhancements

Nothing in these Terms transfers ownership of ClearCue intellectual property to you.

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## 7. Acceptable Use

You agree not to:

- overload or interfere with the Service
- bypass generation limits
- reverse-engineer or extract timing logic
- automate access without written permission
- violate applicable laws or third-party rights

- attempt to replicate or recreate ClearCue’s functionality

Accounts violating these rules may be terminated without notice.

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## 8. Service Availability

ClearCue is provided “**as is**” and “**as available.**”

We do not guarantee:

- uninterrupted or error-free access
- compatibility with all editing workflows
- flawless performance in all environments

We may modify, improve, or discontinue aspects of the Service at any time.

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## 9. Limitation of Liability

To the maximum extent permitted by law:

- ClearCue is not liable for indirect, incidental, or consequential damages
- ClearCue is not liable for loss of revenue, data, clients, or opportunities
- Total liability for any claim is limited to the amount paid by you in the preceding 30 days

You agree to indemnify ClearCue against claims arising from misuse of the Service or cue files.

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## 10. Privacy

Our Privacy Policy explains how we collect and process data.

By using ClearCue, you consent to this processing.

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## 11. Termination

We may suspend or terminate your account if:

- you violate these Terms
- you attempt to circumvent usage limits
- you engage in misuse, reverse-engineering, or IP interference
- payments fail
- we are required to comply with legal or regulatory obligations

Upon termination, we may revoke your licence to use ClearCue files.

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## 12. Changes to Terms

We may update these Terms from time to time.

Material changes will be communicated via email or through the Service.

Continued use constitutes acceptance.

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## 13. Governing Law

These Terms are governed by the laws of **England and Wales**.

Courts of England and Wales have exclusive jurisdiction.

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## 14. Data Processing (Studio Plan Only)

Studio Plan users are additionally bound by ClearCue's Data Processing Agreement (DPA):

<https://clearcue.pro/legal/dpa>

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## 15. Contact

**ClearCue Ltd**

Hawarden, UK

Email: **[support@clearcue.pro](mailto:support@clearcue.pro)**

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