

Terms & Conditions

easyCMS is sold business-to-business. These terms apply to every purchase from myeasycms.com and to your use of the easyCMS software and services.

Last updated: 25 October 2026

1. Who you are contracting with

DynamicDigital sp. z o.o.

Al. Jerozolimskie 181B, 02-222 Warszawa, Poland

KRS: 0000521993 · NIP: 5213678094 · EU VAT: PL5213678094

Email: info@myeasycms.com · Telephone: +48 509 937 137

We trade as **easyCMS**. In these terms, “we” and “us” mean DynamicDigital sp. z o.o., and “you” means the person or company placing an order.

2. What these terms cover

These terms apply to:

- **Software:** easyCMS accounts and display licences, supplied as access to our hosted CMS
- **Hardware:** media players and accessories, shipped to you
- **Services:** paid support time

We sell to businesses only

easyCMS is sold business-to-business. By placing an order you confirm that you are buying in the course of a trade, business, craft or profession, and that you are authorised to enter this contract on behalf of the organisation named in the order.

We do not sell to consumers. If you are an individual buying for private purposes, please do not order.

One statutory exception you should know about. Under Polish law, a sole trader (*jednoosobowa działalność gospodarcza*, JDG) who buys something **outside their own specialisation** keeps most consumer protections, including the 14-day right of withdrawal and the consumer rules on faulty goods. We cannot contract out of that. So if you order as a sole trader and easyCMS is not connected with the field you work in, the parts of sections 6 and 7 for protected sole traders apply to you as if you were a consumer.

3. Prices and payment

- All prices are shown in euro (€) on the product page.
- Prices shown on product pages are **net prices, excluding VAT**, which is the normal convention between businesses. Any VAT due is calculated and added at checkout from the billing address you give us, and the full total is shown before you confirm payment.

- We issue a VAT invoice for every sale. If you are a business with a valid EU VAT number, enter it at checkout: where the **reverse charge** applies, VAT is not added and you account for it in your own country.
- Payment is processed securely by **Stripe**. We accept cards, PayPal and common local European payment methods. Bank transfer is available on request.
- Your order is accepted, and a contract formed, when we confirm it by email, not when you submit the payment form.

4. Delivery

Software licences and accounts. We aim to activate your account and send your login details within one business day of payment, and usually much sooner. Access is provided at app.myeasycms.com.

Hardware. We ship worldwide. Shipping costs and estimated delivery times are shown at checkout before you pay.

For deliveries outside the European Union, **any customs duties, import VAT and clearance charges are payable by you**, in addition to the price and shipping shown at checkout. These are set by the destination country and we cannot calculate or refund them.

Risk in hardware passes to you on delivery.

5. Your licence to use easyCMS

Subject to payment, we grant you a **non-exclusive, non-transferable licence** to use the easyCMS software:

- One display licence permits playback on **one display device** at a time.
- Licences described as “lifetime” are perpetual for the lifetime of the product: they carry no recurring fee and do not expire. They do not constitute a promise that the service will operate in perpetuity, see section 10.
- The Enterprise plan is an **annual subscription** and renews yearly unless cancelled.

How the annual subscription works. The Enterprise plan renews automatically each year on the anniversary of your order, at the price then shown on the product page, and is charged to the payment method you used. You may cancel at any time up to the day before renewal by emailing info@myeasycms.com, and cancellation takes effect at the end of the period you have already paid for.

If we intend to change the price at renewal, we will tell you in writing at least 30 days beforehand, and you may cancel before it takes effect rather than accept it.

On cancellation your displays stop being licensed at the end of the paid period. Your media and layouts remain available for **30 days** after that so you can export them, and are deleted afterwards.

You may not resell, sublicense or redistribute the software except under a written reseller or white-label agreement with us.

easyCMS is built on **Xibo**, open-source software licensed under the GNU AGPLv3. Your rights in that underlying software are governed by its own licence, and nothing here restricts them.

6. Refunds and withdrawal

14-day money-back on licences and accounts

Every customer, company or sole trader, can return easyCMS licences, accounts and add-ons for a **full refund** within **14 days of activation**, the day we send your login details or add the licence to your account. No reason is needed: email info@myeasycms.com within those 14 days.

We refund the full price within 14 days of your email, using the payment method you paid with unless you agree to another, and what you returned stops working. If you return an account, your media and designs stay available for 30 days so you can export them.

The promise covers your first purchase of each item. Renewals of the Enterprise annual subscription are not covered; you can cancel before a renewal instead (section 5).

For a sole trader protected by consumer law (section 2), this promise is how we meet the legal 14-day right of withdrawal for licences and accounts, and it gives more: the 14 days never end earlier than 14 days after your order, and you get everything back.

Expert Support Hours

Support hours are not part of the money-back promise. If the cause turns out to be a bug in easyCMS, the hour is refunded in full, as its product page says.

A protected sole trader has a legal right to withdraw within **14 days of the order**. At checkout you are asked to **request that we start the work straight away** and to **acknowledge that you lose your right of withdrawal once the work has been fully performed**. If you withdraw before the work is finished, you pay a proportionate amount for the work already done. If we have not started, you get everything back.

Hardware

Companies, and sole traders buying within their own field, have no right to return hardware once it is ordered, subject to section 7 if something is faulty.

A protected sole trader has **14 days** from the day you (or a carrier you nominated) receive the goods to withdraw without giving a reason. Send the goods back to us within 14 days of telling us you are withdrawing. We refund what you paid, including our standard outbound delivery cost, within 14 days of being informed, using the payment method you paid with unless you agree to another. We may hold the refund until we have the goods back or you show us that you have sent them, whichever comes first.

You may handle the goods as you would in a shop to check what they are and how they work. You are responsible only for any loss in value caused by handling them beyond that.

You bear the direct cost of returning the goods to us. We tell you this before you order, as the law requires. If you chose a more expensive delivery option than our standard one, we refund only the standard cost.

Other returns

Where none of the above applies, we are not obliged to accept a return or cancellation. We may still agree to one as a gesture of goodwill, but only in writing and at our discretion.

To withdraw, tell us clearly, email is fine, at info@myeasycms.com. You may use the model form below but you do not have to.

Model withdrawal form

To DynamicDigital sp. z o.o., Al. Jerozolimskie 181B, 02-222 Warszawa, Poland, info@myeasycms.com

I/We hereby give notice that I/We withdraw from my/our contract of sale of the following goods/for the provision of the following service:

Ordered on / received on: ...

Name of consumer(s): ...

Address of consumer(s): ...

Signature (only if this form is notified on paper): ...

Date: ...

7. Faulty goods and services

We must supply goods and services that conform to the contract. If something is faulty or not as described, tell us and we will put it right.

Business customers. Statutory warranty for defects (*rękojmia*) under the Polish Civil Code applies, on the following basis:

- Hardware: **two years** from delivery.
- You must inspect hardware on delivery and notify us of any defect **without undue delay**, and in any event within 14 days of discovering it. This notice requirement applies between businesses and is a condition of the claim.
- Our obligation is, at our option, to repair or replace the item, or to refund it. We do not offer a separate commercial warranty (*gwarancja*); any manufacturer warranty is additional and is claimed from the manufacturer.
- Software and services must conform for as long as they are supplied. Our remedy is to correct the fault within a reasonable time, or to refund the affected period.

Protected sole traders. If section 2's exception applies to you, the consumer rules on conformity apply instead: two years for hardware with no duty of prompt inspection, and the statutory hierarchy of repair, replacement, price reduction and refund. Nothing in this section limits those rights.

8. Support

The AI assistant and the support guides are free to use. Hands-on support is sold as an Expert Support Hour at 25€, and Enterprise accounts include priority support.

These are **target response times, not a contractual service level**, and we give no guaranteed response or resolution time. If you need work started faster, an Expert Support Hour is available and its terms are set out on its product page.

9. Acceptable use

You agree not to use easyCMS to display content that is unlawful, infringes someone else's rights, or is used to harass or deceive. You are responsible for the content you publish to your screens and for having the rights to display it. We may suspend an account being used unlawfully.

10. Availability and liability

We work to keep the service available but do not guarantee uninterrupted operation. Maintenance, upgrades and events outside our control may cause interruption. Note that easyCMS players cache content locally and continue playing during a network outage.

To the fullest extent permitted by law:

- We are not liable for indirect or consequential loss, loss of profit, revenue, or business opportunity.
- Our total liability arising from any order is limited to the amount you paid for that order.

These limits are agreed between businesses and, on a B2B sale, are generally enforceable under Polish law. They do not apply to a protected sole trader under section 2's exception, where a cap of this kind would likely be treated as an unfair term and disregarded.

Nothing in these terms excludes or limits our liability for death or personal injury caused by negligence, for deliberate harm (*wina umyślna*), for fraud, or for anything else that cannot lawfully be excluded.

11. Data protection

We process personal data about you as described in our [Privacy Policy](#).

Where we process personal data on your behalf, in the content you put on your screens, our [Data Processing Agreement](#) forms part of these terms and applies automatically.

12. Governing law and disputes

These terms are governed by **Polish law**. If you are a consumer, this does not deprive you of the protection of mandatory rules in your own country of residence.

If we cannot resolve a dispute directly, you may pursue it before the competent courts of Poland.

Alternative dispute resolution. We do not participate in, and are not obliged to use, any out-of-court ADR scheme. Between businesses, disputes go to the courts named above. A protected sole trader under section 2's exception keeps the right to approach the Trade Inspection (*Wojewódzki Inspektorat Inspekcji Handlowej*), a district consumer ombudsman (*rzecznik konsumentów*), or the Office of Competition and Consumer Protection (UOKiK) at uokik.gov.pl.

The European Commission's Online Dispute Resolution platform ceased operating in 2025 and is no longer available.

13. Changes

We may update these terms. The version in force is the one published here when you place your order, and we will keep prior versions available on request.