Terms and Conditions

2026-01-01 - Valid from 2026-01-01

Shop terms and conditions

1. Provider

Benjamin Wenzel SoluForge (sole proprietorship)

Owner: Benjamin Wenzel

Kolonnenstraße 8, 10827 Berlin, Germany

Email: info@craftifact.com

VAT ID: DE454259071

2. Scope and target group

These terms apply exclusively to the conclusion of **paid subscriptions** to the “Craftifact” software via the online shop.

The offer is aimed exclusively at **business customers (B2B)**, i.e. natural or legal persons acting in the exercise of their commercial or self-employed professional activity when entering into the contract.

The same applies to comparable terms under foreign law.

Contracts with consumers are excluded.

3. Subject matter of the contract

The subject matter is the conclusion of a subscription to use the cloud software “Craftifact” as software-as-a-service.

4. Contract documents and order of precedence

The contract documents are, in the following order:

1. the contract concluded in the online order process (Order Form),
2. these shop terms and conditions,
3. the **SoluForge SaaS Terms of Use**,
4. supplementary policies (AUP, Support & Maintenance Policy, SLA),
5. the data processing agreement (DPA), if applicable.

In the event of conflicts, the **SaaS Terms of Use take precedence for the use of the service**.

5. Contract conclusion

The contract is concluded when the customer completes the order process and SoluForge confirms the order.

SoluForge may reject orders without giving reasons.

6. Prices, taxes, and billing

All prices are net plus statutory taxes.

The customer bears all taxes, duties, or withholding taxes incurred outside German VAT to the extent permitted by law.

Billing takes place in advance for the selected billing interval.

7. Payment and default

Invoices are due within 14 days.

In the event of default, SoluForge may suspend access after reasonable notice.

8. Term and termination

The subscription runs for an indefinite term unless otherwise agreed.

The customer may terminate at any time to the end of the current billing period.

9. Liability (purchase & payment)

SoluForge is liable without limitation for intent and gross negligence.

In cases of simple negligence, liability is limited to the foreseeable, typical contractual damage and capped in total at the fees paid in the last twelve (12) months.

Further provisions are set out in the SaaS Terms of Use.

10. Changes

Changes will be announced at least 30 days before taking effect.

In case of objection, the previous terms remain in force until the contract ends.

11. Law, venue, language

German law applies, excluding the UN Convention on Contracts for the International Sale of Goods (CISG).

The place of jurisdiction is Berlin, to the extent permitted by law.

These terms are provided in German and English.

In case of doubt, the English version prevails.