

Terms & Conditions

Ekaterina Malakhova — Digital Go Mad Last updated: 21.06.2026

1. Who we are

This site is operated by Ekaterina Malakhova ("I", "me", "Studio"), trading as Digital Go Mad, providing visual identity and art direction services and digital products.

Contact: art.malakhova@gmail.com.

2. Scope of these terms

These terms govern your use of this website and any purchase of (a) services, (b) bookable sessions, and (c) digital downloads. By booking, purchasing, or downloading, you agree to them.

3. Services

Each service listing states a fixed scope, price, and timeline. Anything not listed as "included" is out of scope and quoted separately. Prices are starting anchors in EUR; final scope and price for high-ticket work are confirmed in writing before work begins.

4. Bookings and sessions

The Creative Direction Call is booked through the calendar and paid at booking. Reschedules require at least [24/48] hours' notice. No-shows or late cancellations within that window are non-refundable.

5. Payment, deposits, and balances

Full payment is due up front for entry-level and async services. High-ticket projects start on a deposit ("deposit-to-start"); the deposit secures your start date and is non-refundable once work has begun. The balance is invoiced at kickoff or per the agreed schedule. Payments are processed by Wix Payments; I do not store your card details.

6. Client responsibilities

You agree to provide briefs, brand materials, and timely feedback. Delays in materials or approvals extend delivery timelines accordingly.

7. Revisions

Revision rounds are limited to the number stated in each listing. Additional rounds are billed separately.

8. Intellectual property (services)

On full payment, you receive the agreed usage rights to the final deliverables for the agreed purpose. I retain ownership of preliminary concepts, working files, and unused directions unless otherwise agreed in writing. I may display the completed work in my portfolio and case studies unless you request confidentiality in advance.

9. Digital products (downloads)

Digital products (prompt systems, templates, LUTs, texture packs, art prints) are licensed, not sold. You receive a non-exclusive, non-transferable licence for your own commercial and personal projects. You may not resell, redistribute, or share the files, or present them as your own product.

10. Refunds

Services already performed and deposits on commenced work are non-refundable. Because digital products are delivered instantly, you expressly agree that your right of withdrawal is waived once the download begins, and they are non-refundable except where required by law. If a file is faulty or the wrong item is delivered, contact me and I will fix or replace it.

11. Delivery

Digital products are delivered as an instant download after payment. Service deliverables are sent by the agreed method within the stated timeline.

12. Liability

Work is provided in good faith and to a professional standard. To the extent permitted by law, my total liability for any claim is limited to the amount you paid for the relevant service or product. I am not liable for indirect or consequential losses.

13. Changes

I may update these terms; the version in force is the one published here at the time of your purchase.

14. Contact

Questions about these terms: art.malakhova@gmail.com.