

Terms of Use

3D Print Manager · version 1.0 · effective 25 September 2026

1. Provider

The 3D Print Manager service (the “Service”), available at 3dprintmanager.eu, is provided by:

- **dd Tech, obrt za proizvodnju i usluge** (sole proprietorship), owner Damir Druško
- Vrtna ulica 24, 42202 Trnovec Bartolovečki, Croatia
- OIB (tax no.) 60172908285, MBO 99036231, entered in the Croatian Crafts Register (competent authority: Administrative Department for Economy and European Affairs, Varaždin)
- Email: info@ddtech.hr · phone: +385 95 398 2442

The provider is not registered for VAT (Art. 90(1) of the Croatian VAT Act), so no VAT is charged on the prices.

2. Definitions

- **User:** a person who has registered an account.
- **Consumer:** a user who is a natural person using the Service outside their trade, business, craft or profession.
- **Business user:** any user who is not a consumer.
- **Plan:** a level of the Service (FREE, PRO, FARM Core or FARM Connect).
- **Subscription:** a contract for a paid plan, billed monthly.

3. Conclusion of the contract

The contract for the free FREE plan is concluded by registering an account. A subscription contract is concluded for an existing account by ordering a paid plan: the user first registers for free, then chooses a plan

on the pricing page, enters name, the email of their account and country, then enters card details on the checkout page of the payment provider Stripe and confirms the order. Until confirming, the user can review and correct all entered details. After conclusion the user receives a confirmation by email, and an invoice for every charge. The contract is concluded in Croatian, English or German, depending on the language of the interface.

4. The Service and plans

The Service is a web application for keeping filament inventory, tracking usage and prints, and managing orders and work orders of a 3D print farm. What each plan includes is stated on the pricing page at the time of the order. In short:

- **FREE** (no charge): one user, up to 50 filament spools and up to 10 material types.
- **PRO**: one user, unlimited spools, up to 5 printers, print scheduling, CSV import, API and Home Assistant integration.
- **FARM Core**: everything in PRO, plus farm printers, orders and work orders, the farm timeline and several team members with roles (manager, operator, viewer).
- **FARM Connect**: everything in FARM Core, plus connections to the user's web shop (WooCommerce, PrestaShop, Shopify) and to the Minimax accounting service, PDF quotes and invoices, and sending them by email to the user's customers.

The Service requires internet access and a current web browser with JavaScript enabled. CSV export of the inventory is available on every plan.

5. Prices and payment

Prices are in euros per month and are published on the pricing page and in the price list at 3dprintmanager.eu/cjenik. A subscription is paid by card in advance for each monthly billing period. Payments are processed

by Stripe; we never receive or store card details. We issue an invoice for every charge and send it by email. Promotional codes apply under the conditions published with the code.

6. Trial period

Paid plans start with a free trial whose length is shown when ordering (as a rule 14 days). The card is entered when ordering. Unless the user cancels before the trial ends, the first monthly period is charged on the day the trial ends, and every following period after that.

7. Term, renewal and cancellation

- A subscription runs for an indefinite period and renews automatically every month. There is no minimum term.
- The user can cancel at any time in the web app under **Settings** → **Subscription Management** → **Customer Portal**.
- Cancellation takes effect at the end of the paid period. Until then the user keeps full access to the paid plan; after that the account moves to the FREE plan. Cancelling does not delete data.
- We do not refund part of a billing period that has started, unless the law provides otherwise (see section 8).
- If a payment fails, access to paid features ends when the paid period expires and the account moves to the FREE plan.

8. Consumer right of withdrawal

A consumer has the right to withdraw from the subscription contract within 14 days of the day the contract was concluded, without giving any reason.

How to withdraw

- in the web app, under **Settings** → **Subscription Management** → **Withdraw from contract**, then **Confirm withdrawal**. We send a confirmation with the date and time of the request by email;

- or by any clear statement sent to info@ddtech.hr or by post to the address in section 1. The model form at the end of these terms may be used but is not mandatory.

The deadline is met if the statement is sent before it expires.

Effects of withdrawal

The subscription is cancelled and access to the paid plan ends immediately. We refund all payments received for that subscription no later than 14 days after we receive the withdrawal, using the same means of payment, without any fee. We do not charge a proportionate amount for the period before the withdrawal. The data the consumer entered stays stored; on the FREE plan the inventory is available and can be exported as a CSV file.

9. User account

The user must enter accurate details when registering and keep the password secret. On FARM plans the account owner can invite team members and assign them roles. The owner is responsible for what team members do in the account. The user must inform us without delay of any suspected unauthorised access.

10. Acceptable use

The user must not:

- use the Service unlawfully;
- try to access other users' accounts or data;
- disrupt the Service or load it with automated requests outside the documented API;
- circumvent plan limits;
- resell the Service without our written consent.

11. User data, export and deletion

- Data the user enters belongs to the user. We use it only to provide the Service.
- The inventory can be exported to a CSV file at any time, on every plan: **Settings** → **Import / Export**.
- Usage history is kept for 400 days and completed print jobs for 90 days. Older records are deleted automatically.
- The account owner can permanently delete the account under **Settings** → **Danger Zone**. An active Stripe subscription is cancelled as part of the deletion. Account data is deleted immediately and disappears from backups within 14 days. A member of someone else's team requests the deletion of their account at info@ddtech.hr.
- Invoices and other data we must keep by law are kept after deletion for the statutory period.

12. Data protection

How we process users' personal data is described in the [Privacy Policy](#).

When the user enters personal data of other people into the Service (customers in orders and work orders, and team members), the user is the controller and dD Tech the processor. That processing is governed by the [Data Processing Agreement](#), which forms part of these terms.

13. Availability and changes to the Service

We aim to keep the Service available without interruption but do not guarantee uninterrupted availability. The Service may be temporarily unavailable for maintenance, security or because of a fault.

We may change the Service for valid reasons: legal requirements, security, technical development, or changes to external services the Service connects to. A change must not cause the user additional costs.

If a change materially and negatively affects access to or use of the Service, we notify the user by email at least 30 days in advance. The user

may then terminate the contract free of charge within 30 days of the change or of the notice, whichever is later.

14. Changes to the terms and prices

We notify users by email at least 30 days before a change to these terms or to the subscription price takes effect. A new price applies from the first billing period after that notice period. A user who does not agree may cancel the subscription before the change takes effect, at no cost.

15. Intellectual property

The software, design and content of the Service belong to dD Tech. The user receives a non-exclusive, non-transferable right to use the Service for as long as the contract lasts.

16. Conformity of the Service (consumers)

Consumers have all rights under the Croatian act transposing Directive (EU) 2019/770 on digital content and digital services. We are responsible for the Service conforming to the contract throughout the subscription. In case of a lack of conformity the consumer is entitled to have it brought into conformity. If we do not do so within a reasonable time, the consumer is entitled to a proportionate price reduction or, unless the lack of conformity is minor, to terminate the contract.

Nothing in these terms limits a consumer's statutory rights.

17. Liability (business users)

Towards business users we are not liable for lost profit or indirect damage caused by ordinary negligence. Total liability for damage caused by ordinary negligence is limited to the amount the business user paid for the Service in the 12 months before the damaging event. This

limitation does not apply to damage caused intentionally or by gross negligence.

18. Termination by the provider

We may terminate the contract or block the account if the user seriously or repeatedly breaches these terms, in particular section 10. We inform the user by email with the reasons. Except in case of a serious breach, we first give the user a reasonable period to remedy it.

19. Complaints

Written complaints can be sent:

- by email to info@ddtech.hr;
- or by post to the address in section 1.

We confirm receipt without delay and reply in writing within 15 days of receipt.

20. Out-of-court dispute resolution

Bodies for alternative resolution of consumer disputes exist in Croatia, among them the Mediation Centre of the Croatian Chamber of Economy (hgk.hr/centar-za-mirenje). dD Tech is not obliged or willing to take part in proceedings before these bodies.

21. Governing law and jurisdiction

The contract is governed by the law of the Republic of Croatia. A consumer keeps the protection of the mandatory provisions of the law of the country where they have their habitual residence. Disputes with business users are decided by the competent court in Varaždin.

22. Final provisions

If a provision of these terms is found void, the remaining provisions stay in force. The terms are published in Croatian, English and German. In case of a discrepancy the Croatian version prevails, unless this would deprive a consumer of protection. These terms can be viewed, saved and printed from this page at any time, or downloaded as a [PDF](#).

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: dD Tech, obrt za proizvodnju i usluge, Vrtna ulica 24, 42202 Trnovec Bartolovečki, Croatia, info@ddtech.hr

I hereby give notice that I withdraw from my contract for the subscription to the 3D Print Manager service (plan: _____).

Contract concluded on: _____

Name of consumer: _____

Account email: _____

Address of consumer: _____

Signature of consumer (only if this form is sent on paper): _____

Date: _____