
LEGAL DOCUMENT

Terms of Service

The agreement between you and Artistplus. What we owe you, what you agree to, and what happens if either of us stops.

VERSION

1.2

EFFECTIVE

August 12, 2026

SECTIONS

18

READ

20 min

About Artistplus

Artistplus gives musicians a professional website, a domain and matching email, file storage, invoicing, a press kit, and analytics, in one subscription. This document is published by Artistplus, Inc., Chicago, Illinois, United States. Questions about it go to support@artistplus.io.

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1. The agreement

These Terms of Service (the "Terms") are a binding agreement between you and Artistplus, Inc. ("Artistplus", "we", "us"), covering the artistplus.io website, the dashboard, the website builder, any site we publish for you, and every related service we provide (together, the "Service").

By creating an account, accessing the Service, or continuing to use it after these Terms change, you agree to them. If you do not agree, do not use the Service.

You must be at least 13 years old to hold an account, and at least 18 to enter a paid plan or register a domain. If you are between 13 and 18, a parent or legal guardian must agree to these Terms on your behalf and remains responsible for your use of the Service.

If you accept these Terms on behalf of a band, label, management company, or any other entity, you confirm you have authority to bind that entity, and "you" means both you and that entity.

2. Your account

You are responsible for everything that happens under your account, including any activity by people you give access to. Keep your credentials confidential and notify us promptly at support@artistplus.io if you believe your account has been accessed without your permission.

You agree to provide accurate account information and to keep it current. We send account, billing, and security notices to the email address on your account, and those notices are effective when sent, whether or not you read them.

Accounts are for a single artist, band, or entity. You may not sell, rent, or transfer an account to someone else without our written consent, and you may not share credentials as a way of avoiding plan limits.

Username and subdomains

Choosing a username reserves the matching free subdomain. Usernames are allocated in the order they are claimed. We reserve a list of names for platform routes and may reclaim a username that impersonates another person or brand, that was registered to resell, or that we are required to release by a valid trademark claim. Where we reclaim a username in use, we will give you notice and a chance to choose another.

3. Plans, billing, and renewals

The Service is offered on a free plan and on paid subscription plans. Current prices and plan limits are shown at artistplus.io/pricing and form part of these Terms.

Paid plans are billed in advance, on a monthly or annual cycle you choose at checkout, and renew automatically at the then-current price for the same cycle until cancelled. Payments are processed by Stripe. We do not receive or store your full card number.

Free trial

A first paid subscription may start with a 14-day free trial, where offered at checkout. You provide a payment method when the trial starts but are not charged for the plan until the trial ends; cancel before then and you are not charged at all. The trial is available once per person, and we may decline it where our records show the account, email address, or payment method has already had a subscription or a trial. Anything purchased alongside the plan, such as a domain registration, is charged at checkout and is not part of the trial. When a trial ends without a successful payment, paid features stop working while we retry the charge, and the subscription then cancels if it cannot be collected.

Changing plans

- An upgrade takes effect immediately. We charge the difference for the remainder of the current period, prorated.
- A downgrade takes effect at the end of the current billing period, never immediately. You keep the higher plan, and everything it includes, until the period you have paid for ends.
- Cancelling works the same way. Your subscription stays active until the end of the current period, and we do not charge you again.

What happens to content over the new limit

When a downgrade takes effect, storage and feature limits drop to the new plan. Files over the new storage limit are not deleted, but you will not be able to upload more until you are back under the limit, and features the new plan does not include stop working. Press kit storage is exempt from your storage limit on every plan.

Failed payments

If a payment fails, we will email you and retry the charge over a short recovery window. If it still cannot be collected, your account moves to the free plan. Your content is not deleted, but paid features, including any custom domain connection and mailboxes, stop working until billing is restored.

Price changes

We may change subscription prices. We will give you at least 30 days notice by email before a change applies to your subscription, and the new price takes effect at your next renewal. If you do not accept it, you can cancel before that renewal.

You are responsible for any taxes that apply to your subscription other than taxes on our income.

4. Refunds

Subscription fees are charged in advance and are non-refundable, including for partial billing periods and for periods during which you did not use the Service. Cancelling ends the renewal rather than the period you have already paid for, and you keep full access until it ends.

Domain registrations are final

A domain registration, renewal, or transfer is paid to a registry the moment it is placed and cannot be reversed by us or by anyone else. Those charges are non-refundable in all cases, including when a domain is registered by mistake or a subscription is later cancelled. Check the spelling before you buy.

Nothing here limits a refund we are required to give under the law that applies to you, including statutory withdrawal rights for consumers in the European Economic Area and the United Kingdom.

If you were charged in error, charged twice, or could not use a paid feature because of a fault on our side, write to support@artistplus.io and we will put it right. We may also issue a refund at our discretion, and doing so once does not oblige us to do it again.

5. Custom website design

Custom website design is an optional add-on to a paid plan, charged once at \$500 (USD). It is a service rather than a subscription: it does not renew, and buying it does not change your plan or its price.

The design fee is not refundable

Once the \$500 payment is taken, it is not refundable, including if you later cancel your plan, stop responding, or decide not to use the design. You confirm this in writing before payment is taken, and we keep a timestamped record of that confirmation. This does not limit any refund we are required to give under the law that applies to you.

The 14-day window starts at your brief

We aim to deliver your first design within 14 days. That window starts when you submit your design brief, NOT when you pay, because we cannot begin without it. There is no deadline for sending the brief and nothing is cancelled while we wait, so a delay on your side moves the delivery date rather than forfeiting the purchase.

Revisions and approval

- Two rounds of changes are included after you first see the design. Further rounds are not part of the fee.

- Your existing site stays live and unchanged for the whole build. The new design only replaces it once you preview it and approve it.
- After it goes live, the design is editable in your builder like any other site.

If your plan can no longer display a site of that size when the design is ready, we hold the finished design for you and apply it automatically once your plan can. You do not lose what you paid for. Write to support@artistplus.io if anything about your order needs attention.

6. Your content stays yours

You keep all rights in everything you upload, import, write, or publish through the Service, including your recordings, artwork, photographs, videos, biography, press materials, and the pages you build ("Your Content"). We claim no ownership of it.

You grant us a worldwide, non-exclusive, royalty-free licence to host, store, back up, reproduce, reformat, resize, transcode, cache, transmit, and publicly display and perform Your Content, solely to the extent needed to operate and provide the Service to you and to the visitors you publish it to. This licence exists so that hosting is legal. It does not let us sell your work, license it to anyone else, or use it in our own advertising.

The licence ends when you delete Your Content or close your account, except that copies may persist briefly in backups and caches until they expire on their normal schedule, and except where we must keep a copy to comply with the law.

Using your name and site to promote Artistplus

We will not feature your name, artwork, or website in our marketing without asking you first. If you agree and later change your mind, tell us at support@artistplus.io and we will stop within a reasonable time.

You must have the rights

You confirm that you own Your Content or have all rights and permissions necessary to use it and to grant the licence above, including from co-writers, featured performers, producers, photographers, designers, labels, and publishers. You are responsible for any payment owed to them.

7. Imported content and AI features

The Service can build a first version of your website from a link you provide, such as a Spotify or SoundCloud profile. When you do this, you instruct us to retrieve publicly available information from that source, including your name, biography, release metadata, cover artwork, and images, and to generate draft page copy from it using third-party AI models. The processors involved are listed in our [Privacy Policy](#).

You are responsible for confirming that you hold the rights to any material imported this way. Material being publicly visible on a streaming service does not mean you are licensed to republish it. Artwork, press photographs, and third-party copy are the usual problems.

AI-generated copy is a draft. It can be inaccurate, out of date, or wrong about you. Review it before publishing. Once you publish it, it is Your Content and you are responsible for it under these Terms exactly as if you had written it yourself.

We do not use Your Content to train our own models, and we do not permit our AI providers to train their models on it. See the [Privacy Policy](#) for how those requests are handled.

8. Acceptable use

You may not use the Service, or allow anyone else to use it, to:

- publish, store, or distribute anything unlawful, or anything that infringes another person's copyright, trademark, publicity, or privacy rights
- impersonate another artist, band, label, or person, or present yourself as affiliated with one when you are not
- publish sexual content involving minors, content that incites violence or hatred against a protected group, or content that harasses or threatens a specific person
- distribute malware, phishing pages, or anything designed to deceive a visitor into giving up credentials or money
- run a scheme to defraud, including fake merchandise, fake ticketing, or fake pre-orders
- probe, scan, overload, or attempt to gain unauthorised access to the Service, another account, or our infrastructure
- scrape or bulk-download the Service beyond what a normal visitor does, or resell access to it
- use the Service primarily as general file storage, backup, or a content delivery network unrelated to your music career

You may not circumvent plan limits, including by creating multiple accounts to obtain additional free storage, subdomains, or referral credit.

Report anything on a site we host that breaks these rules to abuse@artistplus.io.

9. Email hosting

Mailboxes on your own domain are provided on paid plans, through our email hosting provider, and are subject to that provider's acceptable use requirements as well as these Terms.

You may not use a mailbox to send unsolicited bulk email, to send to a list you did not collect with consent, to forge headers or sending domains, to run a mailing list or newsletter service, or to relay mail for a third party. Mailboxes are for correspondence, not campaigns.

We may suspend a mailbox immediately, without notice, if it is sending spam, is being used in a phishing attempt, appears to have been compromised, or is putting the deliverability of the shared sending infrastructure at risk. We will tell you as soon as reasonably possible and work with you to restore service once the cause is resolved.

Mailbox storage is subject to the quota shown on your plan. We are not a mail archive, and you are responsible for keeping your own copies of anything you need to retain.

10. Domain registrations

Domains purchased through the Service are registered through our registrar partner with YOU as the registrant. We act as your agent for the registration, not as the owner of the domain.

Domain registrations are also governed by ICANN policy, the registry agreement for the relevant top-level domain, and our registrar partner's registration agreement. Where those requirements conflict with these Terms in relation to a domain, they prevail. That includes ICANN's requirement to verify your registrant contact details, and the suspension of a domain whose details are not verified.

You must give accurate registrant contact information and keep it current. Providing false contact details is grounds for the registry to suspend or cancel the registration, and we cannot prevent that.

Renewals

A domain that does not renew is lost

Keeping a domain is your responsibility. We will attempt to renew any domain you have set to auto-renew and will email you before expiry, but if payment cannot be collected, or auto-renew is off, the domain will expire. After expiry it enters registry redemption and then becomes available for anyone to register. Recovering a domain in redemption carries a registry fee and is not always possible. We are not liable for a domain lost this way.

Cancellation and transfers out

Cancelling your subscription does not cancel a domain registration, and does not transfer it to us. The registration continues for its remaining term. You may transfer a domain to another registrar at any time once any registry-imposed lock period has passed, and we will provide the authorisation code on request. We will not withhold a transfer because you have left us.

If your subscription lapses, the domain remains registered to you but we stop routing it to a site and stop managing its DNS. Point it elsewhere or come back, either is fine.

11. The free plan

The free plan is provided as-is and at our discretion. It carries the storage, video, and feature limits shown at artistplus.io/pricing, which we may change with reasonable notice.

Free subdomains are a finite, shared resource. Where a free account has been inactive for at least 12 months, with no sign-in and no published site, we may reclaim the subdomain and release the username. We will first send at least 30 days notice to the email address on the account, and any sign-in during that period stops the reclaim. Reclaiming a subdomain does not delete your content, which remains available if you sign in again, on whatever subdomain is then free.

We may suspend or remove a free account that is being used to break section 7, without notice where the breach is serious.

12. Copyright complaints

We respond to notices of claimed copyright infringement under the Digital Millennium Copyright Act (DMCA) and equivalent laws. Send notices to our designated agent at dmca@artistplus.io.

What a notice must contain

1. Your physical or electronic signature.
2. Identification of the copyrighted work you say has been infringed.
3. The URL of the material you are asking us to remove, specific enough that we can find it.
4. Your name, address, telephone number, and email address.
5. A statement that you believe in good faith that the use is not authorised by the copyright owner, its agent, or the law.
6. A statement, under penalty of perjury, that the information in your notice is accurate and that you are the copyright owner or authorised to act on their behalf.

When we receive a complete notice we will remove or disable access to the material and notify the artist who published it, passing on your notice. They may send a counter-notice, and if they do, we may restore the material 10 to 14 business days later unless you tell us you have filed a court action seeking to restrain it.

Knowingly making a material misrepresentation in a notice or counter-notice carries liability for damages under 17 U.S.C. 512(f). We terminate the accounts of repeat infringers.

13. Availability and changes to the Service

We work to keep the Service available, and publish current status at status.artistplus.io. We do not currently offer a contractual uptime commitment or service credits on any plan.

The Service depends on third parties, including our hosting, storage, payment, email, registrar, and streaming-platform providers. An outage or a policy change at one of them may interrupt part of the Service, and some of those interruptions are outside our control.

We improve the Service continuously and may add, change, or remove features. Where we remove or materially reduce a feature you are actively using on a paid plan, we will give you at least 30 days notice by email, and you may cancel for a prorated refund of the unused remainder of a prepaid annual term.

We may perform maintenance that briefly interrupts the Service, and will schedule planned maintenance outside peak hours where we can.

14. Ending the agreement

You ending it

You may cancel your subscription or close your account at any time from your account settings, or by writing to support@artistplus.io. Cancelling a subscription and closing an account are different things, and cancelling alone does not delete anything.

Us ending it

We may suspend or terminate your account if you materially breach these Terms, if we are required to by law, or if your use presents a security or legal risk to us or to other artists. Except where the breach is serious, unlawful, or ongoing, we will give you notice and a reasonable opportunity to fix the problem first.

What happens to your content

When an account is closed, we mark it deleted rather than erasing it immediately, and your published site stops serving. You have 30 days from closure to ask us to restore the account or to export your content, by writing to support@artistplus.io. After that window we permanently delete your content, other than records we are required to keep, such as billing records for tax purposes, and anonymised aggregate statistics that no longer identify you.

Files you delete yourself go sooner

Deleting a file inside the product moves it to Trash, where it stays between 3 and 30 days depending on your plan, and is then permanently removed. Closing your account does not extend a Trash window that has already started.

Termination does not entitle you to a refund of fees already paid, except as stated in section 4, and does not cancel a domain registration, which is covered by section 9.

Sections 5, 14, 15, 16, and 17 survive the end of this agreement, along with any payment obligation you have already incurred.

15. Disclaimer of warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE", WITHOUT WARRANTY OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS, IMPLIED, AND STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, THAT ANY DATA WILL BE PRESERVED WITHOUT LOSS, OR THAT CONTENT GENERATED BY AI FEATURES WILL BE ACCURATE.

Some jurisdictions do not allow the exclusion of implied warranties, so parts of this section may not apply to you. Nothing here limits rights you have as a consumer that cannot be limited by agreement.

Keep your own copies

We take backups, but Artistplus is not a backup service and you should not rely on it as the only place your masters, artwork, or business records exist. Keep your own copies.

16. Limitation of liability

TO THE FULLEST EXTENT PERMITTED BY LAW, NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, REVENUE, GOODWILL, BOOKINGS, OR DATA, ARISING OUT OF OR RELATING TO THESE TERMS OR THE SERVICE, EVEN IF ADVISED OF THE POSSIBILITY.

OUR TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THESE TERMS OR THE SERVICE WILL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID US IN THE TWELVE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM, AND (B) ONE HUNDRED UNITED STATES DOLLARS.

These limits do not apply to liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or to any other liability that cannot be limited or excluded under the law that applies to you.

You agree to indemnify and hold us harmless against third-party claims arising from Your Content, from your breach of these Terms, or from your infringement of another person's rights, including reasonable legal costs.

17. Governing law and disputes

These Terms are governed by the laws of the State of Illinois, United States, without regard to its conflict of laws rules. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

You and we agree to the exclusive jurisdiction of the state and federal courts located in Cook County, Illinois for any dispute arising out of these Terms, and each party waives any objection to that venue.

If you are a consumer resident in the European Economic Area or the United Kingdom, nothing in this section deprives you of the protection of the mandatory laws of your country of residence, or of your right to bring proceedings in your local courts.

Before starting formal proceedings, please contact support@artistplus.io and give us 30 days to resolve the issue. Most disputes end there.

18. General terms

Changes to these Terms

We may update these Terms. For material changes we will give you at least 30 days notice by email or by an in-product notice before they take effect, and the effective date at the top of this page will

change. Continuing to use the Service after that date means you accept the new version. Every version we publish is kept in this page's revision history.

Notices

We give notice to you by email to the address on your account, or in the product. You give notice to us at support@artistplus.io, and for formal legal notices also by post to:

- Artistplus, Inc.
- Chicago, Illinois
- United States

Everything else

Entire agreement

These Terms, the Privacy Policy, the Cookie Policy, and the plan details on our pricing page are the whole agreement between us about the Service, and replace anything said before.

Severability

If a court finds a provision unenforceable, the rest stays in force and that provision is limited to the minimum extent necessary.

No waiver

If we do not enforce a right straight away, we have not given it up.

Assignment

You may not assign these Terms without our consent. We may assign them to an affiliate or in connection with a merger, acquisition, or sale of assets, on notice to you.

Force majeure

Neither party is liable for a failure to perform caused by something genuinely outside its reasonable control.

No third-party rights

These Terms do not give rights to anyone other than you and us.

Revision history

v1.2	August 12, 2026	Added section 5, Custom website design: the \$500 one-time fee and that it is not refundable, that the 14-day build starts when you submit your brief rather than when you pay, the two included revision rounds, and that your existing site stays live until you approve the new one. Later sections were renumbered.
v1.1	August 7, 2026	Added the 14-day free trial terms for first paid subscriptions (ART-189): eligibility, when the first charge happens, and what happens if it fails.

v1.0 August 6, 2026 First published version, drafted in-house and pending legal review.

Every published version of this document is kept. If you need a copy of one that is no longer current, write to support@artistplus.io and we will send it.