

General Terms and Conditions — version 2026-09-23

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General Terms of Use and Business (Terms and Conditions) — StreamTik Interactive

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1) Scope and provider

These General Terms of Use and Business apply to the use of the products and services of StreamTik Interactive UG (haftungsbeschränkt), hereinafter referred to as “StreamTik”.

Full provider and contact details are available in the legal notice.

These Terms apply to all games, tools, software applications, mods, web applications, cloud and server functions, and associated services offered by StreamTik as part of a subscription, hereinafter collectively referred to as the “StreamTik Products”.

They apply to consumers and businesses. A consumer is any natural person acting predominantly for purposes outside their trade, business or profession. A business is a natural or legal person or a partnership with legal capacity acting, when entering into the contract, in the exercise of its trade, business or profession.

In relation to businesses, any customer terms that deviate from these Terms apply only if StreamTik has expressly agreed to them.

2) Seller, payment and invoicing

StreamTik sells paid StreamTik subscriptions in its own name.

The purchase and payment contract is concluded between you and StreamTik. The seller and your contracting party is StreamTik Interactive UG (haftungsbeschränkt); StreamTik issues the invoice.

Payment is processed by Stripe as the payment service provider (Stripe Payments Europe, Ltd., Ireland). Stripe collects the payment on behalf of StreamTik and is neither the seller nor your contracting party; cancellations and withdrawal declarations must be addressed to StreamTik, not to Stripe.

StreamTik develops and operates the StreamTik Products. The purchase contract for a StreamTik subscription is concluded with StreamTik as the seller. These Terms govern the purchase, the use and the licence of the product, including in particular product access, the account, provision and permitted use. You owe the subscription fee to StreamTik; StreamTik processes personal data in order to provide the product to you, to process the payment and to comply with statutory obligations.

The StreamTik End User Licence Agreement (“EULA”) also applies to the licensing and use of the StreamTik Products. In the event of a conflict between these Terms and the EULA, these Terms prevail.

3) Contract formation, account and provision

Before the purchase, these Terms, the EULA and the required consent information are made available to you.

The purchase contract is concluded with StreamTik as soon as you agree to the required terms, the transaction or free trial has been successfully set up, and StreamTik activates product access. No second contract for payment arises from this; these Terms govern purchase, use and licence in one contractual relationship.

When you make a purchase, a StreamTik account is automatically created using the email address entered during checkout. This email address must be correct and remain accessible.

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You sign in to the website using a sign-in link sent by email. A personal licence key is provided for use of the Launcher.

Access is generally provided immediately after the purchase has been completed successfully. Short technical processing and delivery times may occur.

Persons with limited legal capacity may take out a subscription only with the consent of their legal representatives where required by law.

4) Scope and personal use of the subscription

For its duration, an active StreamTik subscription grants access to all games and tools that StreamTik offers as part of the subscription at the relevant time.

The specific product range may change during the contract term. Section 11 and mandatory statutory rights apply to changes and discontinuations.

The subscription may be used for private and commercial purposes, including for your own monetised streams and content.

Each subscription and licence is intended exclusively for one person. Shared use by family members, team members, employees or other third parties is not permitted. Each additional person requires their own subscription and licence.

StreamTik does not provide games, platform licences or programs from third parties. Anyone using a StreamTik mod for a third-party game must lawfully own that game and meet the applicable requirements themselves.

5) Prices, subscription periods, renewal and trial period

StreamTik offers monthly, six-month and annual subscriptions. The prices, taxes, currencies and billing periods displayed during checkout before purchase are authoritative.

Each subscription automatically renews for the originally selected billing period unless it is cancelled in time.

The monthly subscription includes a free seven-day trial. The free trial may be used only once per person. There is no entitlement to another free trial.

If the monthly subscription is not cancelled before the trial period ends, it automatically continues as a paid subscription at the price displayed before the trial began.

Price changes do not apply retrospectively to periods already paid for. StreamTik generally informs you by email at least 30 days in advance of changes affecting future billing periods. Where express consent is required, the price change takes effect only once that consent has been given.

6) Cancellation, withdrawal and refunds

You may cancel the subscription at any time in your StreamTik account or through the cancellation facility provided on the StreamTik website.

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The cancellation is accepted immediately and prevents the next automatic renewal. However, the subscription and product access end only when the billing period already paid for expires.

Product access remains available until then. Afterwards, the licence and paid functions are disabled. Section 9 governs the storage of your own content.

Consumers have the statutory rights of withdrawal. The withdrawal must be declared to StreamTik as the seller; StreamTik provides the withdrawal form at <https://streamtik.io/withdraw/> for this purpose. Details are set out in the separate withdrawal information and in the declarations obtained during checkout concerning the start of provision.

Purchase-related refunds are processed by StreamTik; payout is made through Stripe to the payment method used for the payment. Beyond statutory entitlements, StreamTik does not grant voluntary refunds.

The right to terminate for cause and other mandatory statutory rights remain unaffected.

7) Account deletion

You can delete your StreamTik account yourself using the function provided in the account. Deletion must be confirmed using the confirmation process sent to the account email address.

Confirmed account deletion differs from ordinary cancellation: it immediately ends the StreamTik account, subscription, licence and product access. Device bindings and active sessions are removed, and your own content associated with the account is deleted without the retention period under Section 9.

Account deletion cannot be reversed. Remaining days that have already been paid for are not refunded unless mandatory statutory entitlements apply.

Data that StreamTik must continue to retain due to statutory retention or evidentiary obligations is not deleted prematurely. Where possible, it is separated from the deleted account or anonymised and retained only for the relevant statutory purpose.

8) EULA, licence, devices and concurrent use

The EULA applicable to all StreamTik Products contains the more detailed rules on rights of use, software, mods, your own content and technical protection measures. It is accepted during checkout.

The licence entitles the relevant person to use the StreamTik Products for private and commercial purposes within the scope described in the EULA.

A licence may be activated on up to two devices. Device bindings can be reset by you in your StreamTik account.

The licence may be actively used on only one computer at a time. Passing the account, licence key or product access to another person is not permitted.

9) Your own content and storage after the contract ends

You retain the rights to the content, files, sounds, images, overlays and configurations that you provide or create using StreamTik.

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You grant StreamTik only the rights technically necessary to store and process this content for you and make it available within the StreamTik Products.

Customer content and configurations are stored on the Cloudflare infrastructure used by StreamTik.

After an ordinarily cancelled or expired subscription ends, stored content is initially retained for 90 days. If you take out another valid subscription for the same account during this period, the existing content remains available.

Before final deletion, StreamTik informs you in good time by email to the account address. Once the retention period has expired, the stored content is permanently deleted and cannot be restored.

This period does not apply where account deletion has been expressly confirmed; in that case, the stored content is deleted immediately in accordance with Section 7.

You are responsible for making additional backups of your own content and configurations where technically possible.

10) Technical requirements and updates

Use may require an internet connection, supported hardware, a supported operating system, the StreamTik Launcher, and third-party programs or services. The current requirements are stated for the relevant products.

Updates that are provided must be confirmed and installed by the user. Without a required update, access to games, tools or other functions may be blocked or technically impossible.

StreamTik provides the updates required for contractual operation, including security updates. Mandatory statutory update obligations remain unaffected.

Older product versions do not have to be supported permanently where their continued use is not reasonable for security, compatibility or operational reasons.

11) Availability, third-party platforms and product changes

StreamTik does not promise uninterrupted availability or a fixed availability rate. Maintenance, security measures, technical faults, force majeure and outages beyond StreamTik's control may temporarily impair use.

Certain StreamTik Products interact with third-party platforms or third-party software, in particular TikTok LIVE, OBS or other streaming software, and the games for which StreamTik provides mods.

StreamTik's own games may be usable independently of such third-party games. By contrast, mods and platform-dependent tools may not work, or may work only to a limited extent, without the relevant third-party platform or game.

StreamTik has no control over whether third parties change or discontinue their interfaces, signing procedures, technical requirements, terms or services. Mandatory statutory rights in the event of material and lasting impairment remain unaffected.

StreamTik may change, replace or discontinue products and functions for compelling technical, security-related or legal reasons, or because of changes to third-party platforms. Changes must not impose additional costs on the

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customer.

StreamTik generally informs you by email at least 30 days in advance of foreseeable changes that impair access or usability to more than an insignificant extent. The information describes the change, when it takes effect and the rights available to you. Statutory rights to terminate the contract free of charge remain unaffected.

If StreamTik must act immediately because of an acute security risk, a mandatory legal requirement or a short-notice change by a third party that is beyond StreamTik's control, the change may be made without observing the 30-day period. StreamTik will then inform affected customers as early as reasonably possible in the circumstances.

If the entire StreamTik service is permanently discontinued, StreamTik will stop further renewals, inform customers and make a pro rata refund of amounts already paid for periods in which the service owed is no longer provided.

12) Prohibited use and suspension

The following in particular are prohibited:

- passing on or sharing an account, licence key or product access,
- circumventing licence checks, device bindings, usage limits or other protective measures,
- automated or bulk access outside the intended use,
- distributing unlawful content, malware or content for which the required rights are not held,
- using the StreamTik Products to violate laws, third-party rights or binding terms of third-party platforms used, and
- selling, renting, sublicensing or otherwise providing the StreamTik Products to third parties unless expressly permitted.

Further details are set out in the EULA.

StreamTik may restrict or suspend product access in the event of serious or repeated violations.

Where fraud, attacks, acute security risks, apparent unauthorised use or serious circumvention of technical protection measures are suspected, StreamTik may impose an immediate temporary suspension. In less urgent cases, the user is generally given a reasonable opportunity to stop the violation first.

StreamTik informs the affected user of the reason for and scope of the suspension unless security, legal or investigative reasons prevent this. Mandatory statutory rights remain unaffected.

13) Support

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StreamTik provides support by email, through the website contact form and through the official Discord channel. The current contact options are available in the legal notice or on the contact page.

Enquiries are processed as quickly as possible. No particular response or processing times are guaranteed.

The user must reasonably cooperate in analysing errors and must not post passwords, complete licence keys or other secret access data in public support channels.

14) Rights in respect of defects and liability

Consumers' statutory rights in the event of failure to provide, defects, updates and changes to digital products apply without restriction.

StreamTik is liable without limitation for intent and gross negligence, for damage arising from injury to life, limb or health, under the German Product Liability Act and to the extent of any expressly assumed guarantees.

In the event of a slightly negligent breach of a material contractual obligation, liability is limited to the damage typical for this type of contract and foreseeable when the contract was concluded. Material contractual obligations are obligations whose fulfilment makes the proper performance of the contract possible in the first place and on whose observance the customer may regularly rely.

Otherwise, liability for damage caused by slight negligence is excluded to the extent that mandatory law does not provide otherwise.

StreamTik is not liable for disruptions caused exclusively by the user's technical environment, missing third-party products or outages of third-party platforms beyond StreamTik's control. This does not apply where StreamTik is responsible for the relevant circumstance or mandatory statutory rights apply.

15) Changes to these Terms

For new contracts, the version of these Terms provided during checkout applies.

StreamTik may amend these Terms for existing contractual relationships only where there is an objective reason to do so. An objective reason is solely a change in the legal situation, in case law, in StreamTik's range of services or in the technology used. The same catalogue therefore applies as under Clause 16.1 of the End User Licence Agreement.

StreamTik informs the customer in text form (for example by email) at least 30 days before intended changes affecting existing contractual relationships are due to take effect, indicating the amended passages, the date on which they take effect and the objective reason. In the same notice StreamTik draws the customer's particular attention to the fact that the customer may object to the change within 30 days and that silence within that period is deemed consent.

If the customer does not object before the change takes effect, the change is deemed accepted. The objection must be sent in text form to support@streamtikgames.com. If the customer objects, the previous terms continue to apply; in that case StreamTik may terminate the contract with ordinary notice at the next permissible date.

Amendments affecting the balance between performance and consideration, in particular changes to the main services or to the price, cannot be made in this way. They take effect only with the customer's express consent.

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Purely editorial clarifications, corrections of obvious errors, updated contact details and changes that operate exclusively in the customer's favour may be made without renewed consent after prior information, provided they do not alter the contractual balance.

Mandatory changes resulting from directly applicable legal requirements may be implemented at the time required by law. StreamTik will provide information about them as early as possible.

Changes to the StreamTik Products are governed by Section 11 rather than this Section.

16) Data protection, governing law, jurisdiction, dispute resolution and language

Information about StreamTik's processing of personal data is set out in the StreamTik Privacy Policy.

The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods. For consumers, this choice of law applies only insofar as it does not deprive them of mandatory protection under the law of the state in which they have their habitual residence.

Where the customer is a merchant, a legal entity under public law or a special fund under public law, StreamTik's registered office is the exclusive place of jurisdiction to the extent permitted by law. The statutory places of jurisdiction apply to consumers.

StreamTik is neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration board.

These Terms may be provided in German and English. In the event of contradictions or differences in interpretation, the German version prevails unless mandatory law provides otherwise.

If any provision of these Terms is or becomes wholly or partly invalid, the remaining provisions remain effective. The statutory provisions apply in place of the invalid provision.

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