

# TERMS & CONDITIONS

Last updated: 18.05.2026

## 1. Company Information

This website and related digital services are operated by:

3DIMS Oy  
Reelinkikatu 5  
02330 Espoo  
Finland  
Business ID: 3525711-3  
Email: info@3-dims.eu

Throughout these Terms & Conditions, “3DIMS”, “we”, “our”, or “us” refers to 3DIMS Oy.

“User”, “Customer”, or “you” refers to any person or company using the Services.

## 2. Nature of the Services

3DIMS provides a digital platform for:

- sauna configuration and design,
- visualization generation,
- downloadable digital projects,
- engineering project packages,
- project storage,
- and related digital services.

The platform may include:

- editable parametric projects,
- engineering projects prepared by 3DIMS,
- downloadable files,
- AI-assisted visualizations,
- and optional production preparation services.

Certain projects may also include the option to order prepared RoHol panel kits intended for local assembly by third-party contractors.

## 3. User Accounts

Some Services require account registration.

Users are responsible for:

- maintaining confidentiality of login credentials,
- accuracy of provided information,
- all activities performed under their account.

3DIMS reserves the right to suspend or terminate accounts in case of:

- abuse,
- unlawful activity,
- violation of these Terms,
- attempts to interfere with platform operation.

## 4. Trial Access

3DIMS may provide free trial access to selected Services.

Trial duration, functionality, storage limits, and access rights may change at any time.

3DIMS reserves the right to:

- limit trial functionality,
- terminate trial access,
- or convert trial access into paid access.

For B2B customers, custom trial conditions may be agreed individually.

## 5. Purchases and Payments

Payments may be processed via third-party providers including Stripe.

Prices may be shown in different currencies depending on region.

3DIMS reserves the right to:

- modify pricing,
- change subscription plans,
- discontinue products,
- limit purchases where necessary.

Users agree to provide accurate billing information.

## 6. Digital Products and Right of Withdrawal

Certain products sold through the Services are digital products, including:

- downloadable project files,
- drawings,
- technical documentation,
- cutting files,
- visualizations,
- and configuration outputs.

By purchasing and accessing such digital content, the User expressly agrees that:

- delivery of digital content may begin immediately after purchase,
- and the statutory 14-day withdrawal right may no longer apply once access or download begins.

Custom-adapted projects, engineering modifications, and project customization services are non-refundable once work has started.

## 7. Project Storage

Users may store projects within the 3DIMS platform.

Unless otherwise agreed:

- project storage is provided free of charge for up to 12 months,
- after this period, users may be asked to download and archive their projects locally,
- projects may be permanently deleted from the 3DIMS platform after the storage period expires.

Users are responsible for maintaining their own backup copies of downloaded files.

3DIMS does not guarantee permanent storage availability.

## 8. Public and Private Projects

Users may choose whether a project is:

- private,
- publicly visible,
- or available for showcase purposes.

Private projects are visible only to the User and authorized 3DIMS personnel involved in support and platform operation.

If a User chooses to make a project public, the User grants 3DIMS a non-exclusive right to:

- display the project,
- publish related visualizations,
- use the project for portfolio and showcase purposes,
- and display related images on the website, social media, or promotional materials.

Users may change project visibility settings where technically available.

## 9. Intellectual Property

### 9.1 3DIMS Intellectual Property

All rights related to:

- the 3DIMS platform,
- software architecture,
- configuration logic,
- algorithms,
- AI-assisted workflows,
- libraries,
- visual systems,

- user interface,
- automation systems,
- and generated engineering logic

remain the exclusive property of 3DIMS Oy.

Users may not:

- reverse engineer,
- copy,
- reproduce,
- resell,
- sublicense,
- or commercially exploit the platform or its components without written permission.

## 9.2 User Projects

Users retain ownership of:

- uploaded source materials,
- room data,
- project-specific content created by the User.

3DIMS receives a limited license to process such information solely for:

- providing the Services,
- project generation,
- technical support,
- storage,
- and platform operation.

## 10. Engineering and Construction Disclaimer

3DIMS provides digital design and engineering assistance tools.

Users acknowledge that:

- final construction responsibility remains with local contractors and specialists,
- projects may require adaptation to local building regulations,
- electrical works,
- ventilation,
- plumbing,
- waterproofing,
- structural integration,
- and safety compliance

must be verified and executed by qualified professionals.

3DIMS does not provide licensed architectural, engineering, or construction supervision services unless explicitly agreed in writing.

## 11. AI-Assisted Visualizations

The Services may include AI-assisted or AI-enhanced visualizations.

Rendered images are intended for illustrative and presentation purposes.

Actual construction results, colors, textures, lighting, materials, and proportions may differ from rendered visuals.

AI-generated images do not constitute engineering guarantees or legally binding construction documentation.

## 12. RoHol Panel Kits and Manufacturing Support

Certain projects may include optional preparation of RoHol panel kits.

Such services may include:

- cutting,
- processing,
- marking,
- packaging,
- and preparation for local assembly.

Unless otherwise agreed:

- installation is not included,
- local assembly is performed by third-party contractors,
- transport timelines may vary,
- material availability may affect delivery schedules.

## 13. Limitation of Liability

To the maximum extent permitted by applicable law, 3DIMS shall not be liable for:

- indirect or consequential damages,
- construction errors by third parties,
- local regulatory non-compliance,
- project misuse,
- interruptions of Services,
- data loss caused by third-party infrastructure,
- or inaccuracies resulting from incorrect user input.

Total liability related to any purchase or subscription shall not exceed the amount paid by the User for the relevant Service.

Nothing in these Terms excludes liability that cannot legally be excluded under applicable law.

## 14. Service Availability

3DIMS does not guarantee uninterrupted platform availability.

The Services may be temporarily unavailable due to:

- maintenance,
- updates,
- infrastructure failures,
- or third-party service interruptions.

## 15. Governing Law

These Terms shall be governed by the laws of Finland.

Consumers residing within the European Union retain mandatory consumer rights granted under applicable local laws.

Disputes shall primarily be resolved through good-faith negotiations.

If no resolution is reached, disputes shall be handled by the competent courts of Helsinki, Finland.

## 16. Contact

Questions regarding these Terms may be sent to:

[info@3-dims.eu](mailto:info@3-dims.eu)