GRADIENT DYNAMICS

Terms of Service

Gradient Dynamics Studio · Last updated 12 November 2026

These terms are a contract between **Gradient Dynamics Ltd** (company number 16815547, registered in England and Wales) ("Gradient Dynamics", "we", "us") and the person or organisation that creates an account ("you"). They cover **Studio**, our design, simulate and optimise platform, however you reach it: the web app at studio.gradient-dynamics.com, our REST API or our MCP server.

By creating an account or using Studio you accept these terms. If you sign up on behalf of an organisation, you confirm that you have authority to bind it.

1. Who can use Studio

Studio is for business and professional use. You must be at least 18 and must not use Studio as a consumer.

2. Your account

- Give us accurate account details and keep them up to date.
- Keep your password, API keys and connections secure. You are responsible for everything done under your account.
- Tell us promptly if you think your account or a key has been compromised.
- Organisation owners control who has access and what budgets apply.

3. AI agents and connected clients

You can connect third-party AI clients (for example Claude, Cursor, ChatGPT or Codex) to Studio through our MCP server or API. A connected client acts with your permissions and within the budget you set.

- You are responsible for what a connected client does, including the jobs it submits and the credits it spends.
- Data that Studio returns to a connected client is handled by that client's provider under its own terms. We do not control it.
- You can revoke a key or connection at any time in Studio under Developer settings.

4. Plans, credits and payment

Plans, prices, credit allowances and limits are set out on the "Plans, credits and limits" page at docs.gradient-dynamics.com and at checkout. They form part of these terms.

- **Credits.** Compute is metered in credits. You see an estimate before a run starts, the high estimate is reserved, and you are charged for the compute actually used.
- **Failed runs.** Runs that fail, diverge or are cancelled after they start on a GPU are charged for the compute used. Runs that never start are not charged.
- **Renewal.** Subscriptions renew automatically until you cancel. Where a free trial is offered, it converts to a paid plan when it ends unless you cancel first.
- **Payment.** Payments are processed by Stripe. Prices exclude VAT and other taxes, which are added where they apply.
- **Refunds.** Fees are non-refundable unless the law requires a refund or we agree one in writing.

- **Price changes.** We may change prices by giving you at least 30 days' notice. Changes apply from your next billing period.

5. Your content

You keep all rights in the geometry, CAD, simulation set-ups and other data you upload, and in the results generated from them ("Your Content").

- You give us permission to host, process and display Your Content only to provide, secure and support Studio.
- **We do not use Your Content to train our AI models.**
- We treat Your Content as confidential. We access it only to run, support or secure Studio, or where the law requires.
- You confirm that you have the right to upload Your Content.

We may use aggregated usage and performance statistics that do not reveal Your Content or identify you.

6. Our platform

We own Studio, the FluxCore solver, our AI models, software and documentation. While your account is active, we give you a non-exclusive, non-transferable right to use them under these terms. If you send us feedback, we may use it freely.

7. Acceptable use

You must not:

- reverse engineer Studio, or try to extract our models, solver or source code;
- resell Studio or share access outside your organisation;
- get around plan limits, budgets or security controls;
- upload anything unlawful or anything you have no right to use;
- use Studio in breach of export control or sanctions laws; or
- disrupt the service, introduce malware or probe it for vulnerabilities without our written consent.

8. Engineering results

Studio supports engineering decisions. It does not replace them. Simulation results and AI predictions are approximations that depend on your inputs, mesh, physical models and convergence. A completed job is not a validated result.

- You are responsible for checking convergence and validating results.
- You are responsible for all design, safety, certification and manufacturing decisions.
- Do not rely on Studio as the only basis for a safety-critical decision.

9. Availability and changes

We use reasonable efforts to keep Studio available, but we do not guarantee uptime unless we agree a service level in writing. Some features are released in stages, and features marked beta or preview are provided as they are. We may change or withdraw features, and we will give reasonable notice of any change that materially reduces what you have paid for.

10. Suspension and ending

- You can cancel at any time in your billing settings. Cancellation takes effect at the end of the current billing period.

- We may suspend or close your account if you materially breach these terms, do not pay, or put the security of the service at risk.
- After your account closes you have 30 days to export Your Content. We then delete it as described in our Privacy Policy, apart from records the law requires us to keep.

11. Liability

Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law. Subject to that:

- Studio is provided “as is”, and all warranties not set out in these terms are excluded as far as the law allows;
- we are not liable for loss of profit, revenue, business or data, or for indirect or consequential loss; and
- our total liability in any 12-month period is limited to the greater of the fees you paid us in the 12 months before the claim and £1000

12. Privacy

Our Privacy Policy explains how we handle personal data. If Your Content contains personal data that we process on your behalf, a data processing agreement is available on request. [

13. General

- **Changes to these terms.** We will tell you by email or in Studio at least 30 days before a material change takes effect. Using Studio after that date means you accept the change.
- **Other agreements.** If you have a signed agreement with us, it takes priority over these terms where they conflict.
- **Transfer.** You may not transfer these terms without our consent. We may transfer them as part of a merger or sale of our business.
- **Third parties.** No one other than you and us has rights under these terms.
- **Law.** These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

14. Contact

Gradient Dynamics Ltd, company number 16815547, registered in England and Wales. Email: contact@gradient-dynamics.com