

Terms of Service

The terms for voice-over and voice acting booked through [ib.actor](#): quotes, delivery, revisions, payment, usage rights and what happens if plans change.

Effective date: October 20, 2026

Quick summary

- You get a fixed quote before anything is recorded. Approving it in writing makes it a contract on these Terms.
- Most scripts are delivered within one or two business days of an approved quote and the final script. A rush, live direction and larger changes cost extra.
- Mistakes are fixed free. Two rounds of performance retakes and script changes up to 50 words in total are included too.
- Once paid, you can use the audio where and for as long as the quote says. Voice cloning and AI training are never included.
- Invoices come from Flyntech, vl. Ivan Benko, in EUR, USD or GBP, and are due within 14 days.
- Ordering as a consumer? You can withdraw within 14 days ([section 13](#)), and written complaints are answered within 15 days ([section 14](#)).

This summary only makes the Terms easier to read. The numbered sections below are what apply.

1. Who we are and what these Terms cover

“We” means Flyntech, obrt za računalno programiranje, vl. Ivan Benko, the business through which Ivan Benko works (details in the [Impressum](#)). “You” means the person or business that uses this site or orders a recording. You’re a “consumer” if you order for yourself, not for a business, trade or profession.

These Terms apply to the site and to every voice-over and voice acting job we take on. Where a signed agreement or NDA between us says something different, it takes precedence.

2. Quotes and the contract

- Send the script, the deadline and where the recording will be used by email to hey@ib.actor. The contact form is for questions and audition excerpts; it can’t take files.
- A quote states the price, what you get, the delivery date and the usage (media, territory and period). It’s valid for 7 days unless it says otherwise.
- The contract is made when you approve the quote in writing; an email is enough. The version of these Terms in force on that day applies to that job.

- A free audition (up to 50 words of your script, one per project) comes as an MP3 with a spoken slate and is for evaluation only. It isn’t licensed for any use. Using it anyway is unlicensed use, and we may charge the fee we’d have quoted for that use.
- We may decline any project before a quote is approved, without giving a reason.

3. Your part

- Send the final script, a pronunciation guide for names, brands and foreign words, and any reference for the tone or timing. Changes after recording are handled under section 5.
- If we translate or adapt the script, you approve the final version in writing before we record it.
- You confirm that you have the rights to the script and any material you send, and that using the recording as planned doesn’t infringe anyone else’s rights.
- If you’re a business and someone makes a claim against us because of the script, material or use you supplied, you cover our resulting costs and any damages. If you’re a consumer, this doesn’t apply, and only the general rules on damages do.
- To order, you must be 18 or older, or be represented by a parent or guardian who agrees to these Terms.

4. Recording and delivery

- Sessions are self-directed unless the quote includes live direction. Live direction is booked by the hour, over Zoom, Teams, Meet or Discord, and studio-quality audio (Cleanfeed, SessionLinkPRO or ipDTL) is available on request.
- We deliver in the format agreed in the quote, by download link or email. Most scripts are delivered within one or two business days of the approved quote and the final script; longer projects get a date in the quote. Faster delivery, evenings and weekends carry a rush fee, stated in the quote.
- Please check the files within 30 days of delivery and tell us about any technical fault, such as a click, a missing line or the wrong format. Faults are fixed free, and if you’re a consumer, your statutory rights for faulty work aren’t limited by this.
- We keep the project’s files for three years after delivery, so files can be sent again and lines added later, and then delete them.

5. Revisions

- Our mistakes are corrected free: a misread line, a word said against your pronunciation guide, or a technical fault.
- Two rounds of performance retakes in the original direction, and script changes of up to 50 words in total, are included.
- Larger script changes, and new direction after you approved the recording, are billed at the rates in the quote.
- We decide in good faith whether a request is a correction, a retake, a script change or new direction, and tell you before anything is charged.

6. Content we don't record

In non-fiction work, including ads voiced in character, we don't record hate, get-rich schemes, affair sites, crime and fraud. This doesn't apply to characters in fiction, such as games, animation and audio drama. If a script turns into such content after the quote is approved, we may stop, and you pay for the work done.

7. Prices and payment

- The price in the approved quote is fixed. Extras cost more only if you ask for them: a rush, live direction, changes beyond section 5, or wider or longer usage.
- We're a small business outside the Croatian VAT system, so no VAT is added to our prices. For business clients in other EU countries, the reverse charge applies: you account for any VAT in your own country. Any tax your own country requires you to withhold is your responsibility.
- All work is contracted and invoiced by Flyntech, vl. Ivan Benko. Invoices are issued in Croatian, as Croatian law requires, with English alongside on request, in the currency agreed in the quote (EUR, USD or GBP).
- Invoices are due within 14 days, unless the invoice or another written agreement says otherwise. You can pay by bank or wire transfer, Wise Business, Revolut Pro or card, and PayPal on request. The invoiced amount must arrive in full: fees charged by your bank, intermediary banks or payment provider are yours. For a new client or a large project, the quote may ask for part of the price in advance.
- Late payments carry statutory default interest under Croatian law. Until overdue invoices are paid, we may hold back further work, and the license in section 8 doesn't start.

8. Usage rights

- Once the invoice is paid in full, you get a non-exclusive, non-transferable license to use the recording for the media, territory, period and languages in the quote. If the quote doesn't list the usage, the license covers online and internal use, worldwide, for one year.
- A buyout covers any use, in any medium, with no end date. Exclusivity (not voicing a competitor) applies only if the quote includes it. Wider or longer use needs a new quote.
- You may edit the recording for the agreed use: cut it, mix it with music and effects, and fit it to picture.
- You may not resell or sublicense the recording on its own, edit it to say something that wasn't recorded, use it in content we don't record (section 6), or use it to clone the voice or to train or improve any AI or speech-synthesis system. A buyout doesn't change this.
- We keep the rights in the recording (the performer's and the producer's rights, and the copyright in anything we wrote), except for the license above and anything a signed agreement assigns. You don't have to credit the voice unless the quote says so.

9. Portfolio

Once your project is public, we may use a short excerpt and its name in our demo and portfolio, unless you tell us in writing not to or an NDA applies.

10. Confidentiality

Scripts, briefs and unreleased material stay confidential. We use them only for your job and share them only with the service providers needed to do it, such as email and file transfer. If you need an NDA, we'll sign yours or send ours, in English or Croatian.

11. AI and data mining

Recordings and text on this site, the voice samples included, may not be used for text and data mining, AI training or voice cloning, except where the law allows it without our permission, such as mining for scientific research. This is a reservation of rights under Article 188 of the Croatian Copyright and Related Rights Act (Zakon o autorskom pravu i srodnim pravima), also stated in machine-readable form in robots.txt and in the headers the server sends with every page and file. The audio files carry a copyright notice that links here. Any agreement can add an AI rider with the same terms for your recordings.

12. Cancellations

- Before recording starts, you can cancel an approved job free of charge, except within 24 hours of an agreed recording time or rush delivery, when half the price is

billed.

- Once recording has started, you pay for the work done up to the cancellation.
- A live session canceled or moved less than 24 hours before it starts is billed at half of the booked time.
- If we have to cancel, we'll offer a new date or refund what you've paid for undelivered work.
- If you're a consumer, section 13 comes first: within the withdrawal period these fees don't apply, and if you asked us to start early, you pay only for the work done.

13. Consumers: the right to withdraw

If you're a consumer, consumer law gives you rights these Terms can't take away. For a contract made at a distance, you can withdraw within 14 days of approving the quote, without giving a reason. A clear statement by email to hey@ib.actor is enough.

If you'd like us to start within those 14 days, ask us in writing and confirm that you lose the right to withdraw once the work is delivered. You then pay for what was done before you withdraw, and the right ends on delivery. If you withdraw, the contract ends, and the license in section 8 with it, so the recording may no longer be used. We refund anything else you've paid within 14 days of your withdrawal, by the same payment method. Every quote to a consumer comes with these Terms as a PDF and the withdrawal information.

14. Complaints

Send a complaint in writing by email to hey@ib.actor or by mail to Flyntech, obrt za računalno programiranje, vl. Ivan Benko, Ulica Mirka Grabera 24, 10410 Velika Gorica, Croatia. We confirm we've received it and reply in writing within 15 days, saying whether we accept it and what we'll do.

If you're a consumer and we can't agree, you can propose out-of-court resolution to one of the bodies for alternative consumer dispute resolution in Croatia (listed on gov.hr), or go to court.

15. Liability

- If a recording is faulty, we fix it or redo it; if that isn't possible, we refund what you paid for it.
- If you're a business, our total liability for a job is limited to the price of that job, and we aren't liable for indirect loss, such as lost profit or the cost of a delayed campaign.
- None of this limits liability for intent or gross negligence or for harm to life or health, and the limits in this section don't apply to consumers.

16. Events beyond our control

Neither side is responsible for delays caused by events it can't reasonably control, such as illness, a power or internet outage, or a natural disaster. The affected side says so promptly, and dates move accordingly. If the delay lasts more than 30 days, either side can cancel, and you pay only for work delivered.

17. Using this site

- The samples are for listening and evaluation. Don't reuse them, and don't try to get around the site's security or disrupt it.
- We keep the site accurate but may change it at any time. Links to other sites are for convenience; we aren't responsible for them.
- How we handle personal data is explained in the [Privacy Policy](#).

18. Governing law and courts

These Terms are governed by Croatian law. Disputes with business clients go to the competent court in Zagreb, Croatia. If you're a consumer, you keep the protection of the mandatory law of the country you live in. You can bring a claim in Croatia or there, and we can bring a claim against you only there.

19. Changes to these Terms

We may update these Terms. The new version is posted here with a new effective date and applies to quotes approved from that date. Jobs already approved stay on the version they were approved under. Every version stays online as a page and a PDF, each with the dates it applied.

20. General

- We work as an independent contractor; nothing here creates employment.
- The approved quote, these Terms and any signed agreement or NDA are the whole agreement for a job.
- If a provision is invalid, the rest stays in force. Not enforcing a right doesn't mean giving it up.
- These Terms are published in English and Croatian, and both are equal. If they differ, the version in the language of your quote applies.

21. Contact

Questions about these Terms: ivan@ib.actor, or by mail to Flyntech, obrt za računalno programiranje, vl. Ivan Benko, Ulica Mirka Grabera 24, 10410 Velika Gorica, Croatia.