

Terms & Conditions

Pigmentrix Terms & Conditions

Document:	Terms of Use
Version:	1.1
Release Date:	August 2026
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1. Disclaimer

Pigmentrix aims to assist professional decision-making by offering organized reference data spanning various manufacturers, products, and application areas. It is not a substitute for professional training, hands-on experience, manufacturer guidelines, or safety documentation.

2. Definitions

For these Terms:

1. **Matrix** means the complete Pigmentrix reference environment, including all searchable content, knowledge resources, subscription services, and related functionality.
2. **User** means any person accessing the Matrix.
3. **Registered User** means a User who has created a Pigmentrix account.
4. **Subscriber** means a Registered User with an active paid subscription.
5. **Pigment** means an individual searchable color entity represented within the Matrix.
6. **Collection** means a group of pigments presented as a coherent set within the Matrix. A Collection may be:
 - (a) a commercially available palette, pack, kit, bundle, or other manufacturer- or retailer-defined group of pigments offered as a single product or purchasing unit; or
 - (b) a Pigmentrix-curated recommended grouping of individually available pigments selected and organized according to Pigmentrix Methodology criteria.
7. Unless expressly identified as an official manufacturer or retailer product, a Pigmentrix-curated Collection is an independent professional recommendation and may require the individual selection or purchase of its component pigments.
8. **Marketplace** means the section of the Matrix dedicated to manufacturers, brands, distributors, retailers, shopping assistance, purchasing guidance, and related commercial information.
9. **Shopping Assistant** means a decision-support service designed to assist users in selecting suitable products before making purchasing decisions.
10. **Knowledge** means the educational section of the Matrix, including FAQs, User Guide, Methodology, Technical Dossiers, Good Practice Guides, and the Glossary.

3. General Information

These Terms & Conditions (“Terms”) detail your rights and responsibilities when using the Pigmentrix Matrix, including its website, reference database, subscription services, knowledge resources, and related features (collectively, the Matrix). They govern your access to and use of the Pigmentrix Matrix (“the Pigmentrix or Matrix”), a web-based reference service accessible via www.pigmentrix.com.

By using the Pigmentrix, you confirm that you have read, understood, and accept these Terms. If you disagree with any part of them, you should stop using the Matrix.

These Terms govern the use of the Pigmentrix by all visitors, registered users, subscribers, educational users, and business partners.

4. Pigmentrix Creator, Service Provider, Users, and Artificial Intelligence

4.1. Creator

MUFx Lab Professional Systems, an independent research, development, and methodology group, created the Pigmentrix. The system focused on developing vendor-neutral reference systems for the professional SFX makeup industry.

MUFx Lab Professional Systems is responsible for the conception, development, governance, and continuous evolution of the Pigmentrix Matrix, including its methodologies, reference architecture, classification systems, terminology, knowledge resources, and artificial intelligence frameworks.

The Pigmentrix represents the first reference system within the MUFx Lab Professional Systems ecosystem. Additional independent reference systems covering other professional domains and material categories will be developed in the future as part of the same ecosystem.

MUFx Lab Professional Systems serves as the scientific, technical, and methodological authority responsible for preserving the objectivity, consistency, and long-term integrity of all reference systems developed within its ecosystem.

4.2. Service Provider

The service provider is SFX Materials, a.s., with registration number 05903637. Located at Opletalova 1337/29, 110 000 Prague, Czech Republic, EU, it operates services via www.pigmentrix.com. Contact email: info@pigmentrix.com.

The Pigmentrix can be accessed via a web browser and is available as a web-based service. It is not provided as a standalone desktop or mobile app, unless specifically stated.

The *MUFX Lab Professional Systems* group may transfer the management of the Matrix to an affiliated or successor entity when appropriate. When such a transfer occurs, these Terms & Conditions and related legal documents will be updated accordingly. However, this transfer will not affect the Matrix's continuity or users' rights and obligations under these Terms.

Access to the Matrix may be provided as further described in these Terms.

4.3. Users

A *User* is any natural or legal person who accesses or uses the Matrix, whether as a visitor, registered user, subscriber, educational institution, manufacturer, distributor, retailer, business partner, or any other participant in the Pigmentrix ecosystem.

By using the Matrix, the User consents to these Terms & Conditions and any linked policies.

4.4. Artificial Intelligence

The Matrix uses trained artificial intelligence systems to assist with organizing, classifying, analyzing, interpreting, and presenting information.

Artificial intelligence functions solely within the methodological framework set and managed by *MUFX Lab Professional Systems*. While AI systems help process and maintain the Matrix, they do not independently create, alter, or oversee the methodologies, classification principles, or reference standards that form the basis of the Matrix.

The Pigmentrix Methodology is the exclusive, authoritative framework governing all classifications, reference data, and knowledge resources within the Matrix.

Human expertise and methodological oversight always outweigh AI-generated outputs.

5. About Pigmentrix

Pigmentrix is a vendor-neutral reference matrix designed specifically for the professional Special Makeup Effects industry.

Its purpose is to organize pigments, collections, manufacturers, functional classifications, technical knowledge, and related resources into a single interconnected reference environment that supports informed professional decision-making.

Unlike traditional manufacturer catalogs or online retailers, Pigmentrix does not categorize information by a single commercial brand. Instead, it links data from various manufacturers and product ecosystems through a consistent referencing system.

Pigmentrix aims to assist users in discovering, comparing, understanding, and evaluating professional SFX makeup materials regardless of their commercial source.

Throughout these Terms and across the Pigmentrix website, the term "Matrix" is used instead of "platform or Pigmentrix".

A platform describes the technology used to deliver a service. A Matrix describes the way information is organized.

Within Pigmentrix, pigments, collections, manufacturers, Functional Profiles, Makeup Logical Frameworks (MLFs), Cross References, Alternatives, technical knowledge, and marketplace resources are linked through structured relationships rather than as isolated records.

This interconnected architecture allows users to explore professional makeup materials from multiple perspectives and understand how individual products relate to one another.

For this reason, the term Matrix is used consistently throughout Pigmentrix to describe the complete reference environment.

6. Vendor-Agnostic Principle

One of the fundamental principles of Pigmentrix is its vendor-agnostic approach.

The Matrix is designed to operate independently of any individual manufacturer, distributor, retailer, or commercial organization. Information is organized using the Pigmentrix reference methodology rather than manufacturer marketing terminology or commercial priorities.

The Matrix enables users to explore, compare, and evaluate products across multiple manufacturers within a single reference environment.

Any commercial relationships that Pigmentrix may establish with manufacturers, distributors, retailers, or other partners shall not affect the objectivity of the classifications, comparisons, recommendations, or reference information provided in the Matrix.

7. Availability of the Matrix

Pigmentrix continually enhances and updates the Matrix. While we aim to ensure reliable, uninterrupted access, some features, content, or services might be altered, temporarily unavailable, or discontinued without prior warning.

Maintenance, software updates, security measures, technical issues, or circumstances beyond our reasonable control may occasionally affect the Matrix's availability.

Pigmentrix does not guarantee uninterrupted or error-free operation and reserves the right to improve, modify, suspend, or discontinue any part of the Matrix at its discretion.

Access may be interrupted due to maintenance, updates, technical issues, security protocols, or other circumstances beyond Pigmentrix's reasonable control.

Pigmentrix does not guarantee uninterrupted access or error-free operation of the Matrix, and it reserves the right to modify, suspend, or discontinue any feature or service at any time.

8. Intended Use

Pigmentrix serves as a professional reference tool for individuals and organizations involved in Special Effects Makeup and related creative fields.

The Matrix is designed to support research, product comparison, purchasing preparation, education, and professional decision-making.

Pigmentrix does not replace professional training, practical experience, manufacturer instructions, product safety documentation, or applicable health and safety regulations.

Users remain solely responsible for evaluating the suitability of any product for their intended application.

9. User Accounts

9.1. Eligibility

The Matrix is intended for users who are at least 18 years of age or who have reached the legal age required to enter into binding agreements in their jurisdiction.

By creating an account, you confirm that you are legally entitled to use the Matrix and to accept these Terms.

If you are accessing the Matrix on behalf of a company, educational institution, or other organization, you represent that you have the authority to bind that organization to these Terms.

9.2. Registration

Certain features of the Matrix require creating a registered user account.

During registration, you agree to provide accurate, complete, and up-to-date information. You are responsible for keeping your account information current at all times.

Pigmentrix reserves the right to refuse registration requests or suspend accounts that contain false, misleading, or incomplete information.

9.3. Account Security

You are responsible for maintaining the confidentiality of your login credentials.

You agree not to share your account with other individuals or allow unauthorized access to your account.

If you believe your account has been compromised, you should notify Pigmentrix immediately.

Pigmentrix is not responsible for losses resulting from unauthorized use of your account caused by your failure to protect your login credentials.

9.4. Responsible Use

Users agree to use the Matrix responsibly and in accordance with these Terms.

Users shall not:

1. attempt to gain unauthorized access to the Matrix or its underlying systems;
2. interfere with the operation, security, or availability of the Matrix;
3. use automated tools to scrape, harvest, or systematically extract content without prior written permission;
4. copy, reproduce, redistribute, or commercially exploit Pigmentrix content except where expressly permitted;
5. upload or distribute malicious software or harmful code;
6. use the Matrix in any manner that violates applicable laws or regulations.

9.5. Account Suspension or Termination

Pigmentrix may suspend or terminate access to the Matrix if a user:

- a) materially breaches these Terms;
- b) uses the Matrix for unlawful purposes;
- c) attempts to compromise the security or integrity of the Matrix;
- d) infringes the intellectual property rights of Pigmentrix or third parties.

9.6. Account Deletion

Registered users may request deletion of their account at any time.

Deleting an account will terminate access to all subscription services linked to it, unless the law states otherwise.

Certain information may be retained, as described in the Privacy Policy, where necessary to comply with legal obligations, resolve disputes, enforce these Terms, or maintain legitimate business records.

10. Subscriptions

Pigmentrix provides various subscription options tailored for different users, including casual visitors, professional makeup artists, educational institutions, and businesses.

Each subscription plan offers varying levels of access to the Matrix. Some features, content, and services might be exclusive to users with a paid subscription.

The Pigmentrix website displays the current subscription plans, features, and pricing, which may change periodically.

10.1. Free Plan

The Free Plan allows users to explore selected areas of the Matrix at no cost.

Access to premium features, advanced search capabilities, exclusive knowledge resources, and certain Marketplace services may be restricted.

The Free Plan is designed to help users become familiar with the Matrix before choosing a paid subscription.

10.2. 24-Hour Pass

The 24-Hour Pass grants temporary access to premium Matrix features for a full twenty-four (24) hours from activation. It's designed for users who need occasional access to advanced tools without a long-term subscription. Common use cases include project setup, product research, material comparisons, workshop preparation, and purchase planning. Note that the 24-Hour Pass does not include Member Benefits or other perks reserved for annual subscription plans.

10.3. Functional Subscription

The Functional Subscription is designed for users who regularly use the Matrix in their professional workflow.

It provides continuous access to premium search functions, advanced comparison tools, Knowledge resources, and other subscription features available during the active subscription period.

Annual subscribers may also receive additional Member Benefits offered by participating Marketplace partners, where available.

10.4. Enterprise Subscription

Enterprise subscriptions are intended for companies, educational institutions, studios, organizations, and other professional users requiring multiple user accounts or organization-wide access.

Enterprise licensing may include additional administrative tools, centralized account management, customized licensing arrangements, and dedicated support.

Enterprise subscriptions are governed by individual commercial agreements where applicable.

10.5. Educational Licenses

Pigmentrix supports professional education through dedicated educational licensing.

Educational subscriptions may be available to eligible students, instructors, schools, universities, academies, and other recognized educational organizations.

Educational licenses are intended solely for teaching, learning, and academic purposes and may be subject to separate eligibility requirements.

Pigmentrix reserves the right to request reasonable proof of educational status before granting or renewing educational pricing.

10.6. Member Benefits

Certain subscription plans may include additional benefits provided through participating Marketplace partners.

Member Benefits may include promotional offers, exclusive purchasing opportunities, educational advantages, or other services made available by participating manufacturers, distributors, retailers, or business partners.

The availability, duration, and conditions of Member Benefits may change without prior notice and are determined by the respective participating partners.

10.7. Subscription Fees

Subscription fees are published on the Pigmentrix website.

All applicable Charges, billing periods, payment methods, renewal terms, Merchant of Record identity, and transaction terms are presented during checkout.

Prices may be changed at any time. Changes will not affect subscriptions that have already been paid for until the next renewal period.

10.8. Automatic Renewal

Unless otherwise stated at checkout, recurring subscriptions automatically renew in accordance with the applicable Merchant of Record buyer terms and the Payment & Subscription Services Policy.

Buyers may cancel future automatic renewal through the Merchant of Record buyer portal or another cancellation route identified in the Payment & Subscription Services Policy, before the applicable renewal cut-off.

10.9. Cancellation

Buyers may cancel recurring subscriptions through the current Merchant of Record. Cancellation prevents future renewal and normally takes effect at the end of the current billing period.

Cancellation prevents future renewals but does not normally result in a refund for the current subscription period unless required by applicable law.

Access to subscription features continues until the end of the paid subscription period.

10.10. Refunds

The Merchant of Record administers refunds, statutory withdrawal, tax refunds, and payment disputes in accordance with applicable law, its buyer terms and refund policy, and the Pigmentrix Payment & Subscription Services Policy.

Complaints about Matrix functionality must be submitted to Pigmentrix. Where a service remedy requires repayment, Pigmentrix will coordinate with the Merchant of Record, which processes the refund as seller of the Transaction.

11. Payment and Subscription Services

Paid access may be provided through an external Merchant of Record, with Paddle currently acting as the Merchant. In this transaction, Paddle acts as an authorized reseller and seller to the Buyer, while SFX Materials, a.s. remains the Supplier and operates the Matrix. The current provider and its responsibilities are detailed in the Payment & Subscription Services Policy.

The Merchant of Record manages payment collection, transaction taxes, invoicing, recurring billing, refunds, withdrawals, payment disputes, and chargebacks. Pigmentrix oversees delivery, access rights, product support, and complaint handling regarding the Matrix's conformity or functionality.

Completing the checkout also signifies acceptance of the applicable Merchant of Record buyer terms. These terms govern the Transaction, while these Terms and the User License regulate access to and use of the Matrix.

12. Using the Matrix

12.1. Using the Matrix

Pigmentrix provides users with access to the Matrix according to the permissions associated with their account and subscription plan.

Certain features, content, and services may only be available to registered users or subscribers with an active paid subscription.

Pigmentrix may change the availability of certain features, add new services, or remove existing ones as the Matrix evolves.

12.2. Search and Reference Services

The Matrix offers organized search and reference tools to help users find, compare, and assess professional SFX makeup products and related details.

Available search services may include, but are not limited to:

- a) Pigment Search
- b) Collection Search
- c) Functional Profile & Effect Search
- d) Cross References
- e) Alternatives
- f) Marketplace search services

The availability of individual search functions may depend on the user's subscription plan.

12.3. Reference Information

The Matrix is designed to provide structured reference information.

Although Pigmentrix makes reasonable efforts to maintain accurate and up-to-date information, product specifications, availability, formulations, packaging, commercial names, and manufacturer information may change over time.

Users must confirm essential details with the manufacturer or authorized retailer before proceeding with purchases or professional choices.

12.4. Independent Classification

Classifications, relationships, cross-references, Functional Profiles, and other reference information shown in the Matrix are created following the Pigmentrix methodology.

These categories aim to assist in product discovery and comparison. They should not be viewed as official manufacturer specifications, certifications, endorsements, or certified documentation.

12.5. Personalization

The Matrix enables users to customize specific elements of the search environment, such as visible search filters, layout options, and other available personalization features.

Personalization settings aim to enhance the user experience without altering the core reference data or approach.

12.6. Acceptable Use

Users may use the Matrix solely for lawful personal, educational, or professional purposes.

Users shall not:

- a) attempt to reverse engineer the Matrix or its underlying systems;
- b) systematically extract or reproduce substantial portions of the Matrix;
- c) use automated tools to harvest data without prior written permission;
- d) circumvent subscription restrictions or access controls;
- e) interfere with the operation or security of the Matrix;
- f) use the Matrix in any manner that violates applicable laws or the rights of others.

12.7. Data Integrity

Users recognize that the Matrix is an ever-changing reference environment.

Pigmentrix may update reference information as needed to enhance accuracy, consistency, or functionality, including adding, modifying, correcting, reorganizing, or removing details.

These changes do not violate these Terms.

12.8. No Professional Substitute

The Matrix aims to assist professional decision-making by offering organized reference data.

It is not a replacement for professional training, practical experience, manufacturer documentation, product testing, or following relevant safety regulations.

Users are entirely responsible for choosing, testing, and properly using products in accordance with the manufacturer's guidelines.

13. Knowledge

13.1. Overview

The Knowledge section provides educational and reference resources intended to support the professional use of the Matrix.

Knowledge resources are designed to improve users' understanding of products, materials, classifications, and practical workflows within the professional SFX makeup industry.

Unless expressly stated otherwise, all Knowledge resources are provided for informational and educational purposes only.

13.2. Knowledge Resources

The Knowledge section may include, but is not limited to:

- a) Frequently Asked Questions (FAQs)
- b) User Guide
- c) Pigmentrix Methodology
- d) Technical Dossiers
- e) Good Practice Guides
- f) Glossary
- g) Additional educational publications released by Pigmentrix

Access to individual Knowledge resources might vary based on the user's subscription plan.

13.3. Educational Purpose

Knowledge resources aim to facilitate learning, assist in product research, and aid professional decision-making.

They are not to be considered as professional certification, formal training, legal advice, medical advice, safety instructions, or manufacturer documentation.

Users are still responsible for assessing whether a product, material, or technique is appropriate for their specific use.

13.4. Technical Dossiers

Technical Dossiers offer organized technical analyses of pigments, collections, manufacturers, materials, and other expert subjects.

Unless explicitly indicated, Technical Dossiers are independent reference publications by Pigmentrix and should not be considered official documents from the manufacturer.

13.5. Good Practice Guides

Good Practice Guides offer practical suggestions to assist professional workflows.

These guides present common practices and practical insights, but they are not strict rules or the only methods to attain a particular outcome.

Professional users are still responsible for choosing the best techniques suited to their specific projects.

13.6. Pigmentrix Methodology

The Pigmentrix Methodology outlines the principles for organizing, classifying, and connecting information within the Matrix.

The methodology is protected as part of Pigmentrix's intellectual property.

Nothing in the Methodology should be seen as a manufacturer's product specification, certification, or endorsement unless it explicitly states so.

13.7. Updates to Knowledge Resources

Pigmentrix consistently updates and broadens its educational materials.

Knowledge resources can be updated, revised, expanded, or replaced at any time to improve accuracy, include new information, or add educational content.

Users should consult the latest version of any Knowledge resource.

13.8. Intellectual Property

Unless stated otherwise, all Knowledge resources—including their structure, text, graphics, classifications, illustrations, methodologies, and original content—are protected under applicable intellectual property laws.

Users may access Knowledge resources for personal, educational, or professional use, in accordance with these Terms.

No part of the Knowledge section may be copied, reproduced, redistributed, translated, or commercially exploited without prior written permission from Pigmentrix, except where legally permitted.

14. Marketplace

14.1. Overview

The Marketplace enhances the Matrix by connecting users with manufacturers, distributors, retailers, educational institutions, and other participants in the professional SFX makeup industry.

Its goal is to support product discovery, facilitate informed purchasing decisions, improve communication among industry stakeholders, and expand access to relevant products, services, and educational resources.

The Marketplace aims to improve the Matrix by supporting the professional workflow at every stage—before, during, and after product selection.

14.2. Marketplace Services

Marketplace services may provide information about manufacturers, brands, distributors, retailers, product availability, educational resources, purchasing tips, and other industry-related topics.

Certain services may be available only to registered users or subscribers, with access determined by the user's subscription level or location.

14.3. Independent Marketplace

Pigmentrix manages the Marketplace as a neutral, vendor-independent platform.

Unless specifically stated, mentioning a manufacturer, distributor, retailer, product, or service in the Marketplace does not suggest Pigmentrix endorses or recommends it.

Users are still responsible for evaluating products and suppliers and for making purchasing decisions that suit their particular needs.

14.4. Third-Party Content

The Marketplace may feature information, announcements, product descriptions, educational resources, promotional content, and other materials provided by manufacturers, distributors, retailers, educational institutions, or third-party sources.

Unless stated otherwise, this content is supplied and maintained by third parties and does not represent Pigmentrix's views, opinions, recommendations, or official position. Third-party content is not regarded as part of the Pigmentrix Methodology or Knowledge Base unless specifically labeled as Pigmentrix content.

Pigmentrix does not verify, endorse, or guarantee the completeness, accuracy, reliability, or timeliness of third-party information and accepts no responsibility for reliance on such data.

14.5. Independence and Commercial Neutrality

The Matrix is built upon the principles of independence, objectivity, and vendor neutrality. Commercial relationships shall never influence the independent operation of the Matrix, the Pigmentrix Methodology, or the reference information presented to users.

Reference information, classifications, comparisons, cross-references, recommendations, and Shopping Assistant results are generated independently using the Pigmentrix Methodology. They are not influenced by commercial ties with manufacturers, distributors, retailers, or other Marketplace participants.

Third-party commercial communications, promotional campaigns, product announcements, and other Marketplace content are explicitly distinguished from Pigmentrix reference content. They are not included in the Pigmentrix Methodology or Knowledge resources.

Users should recognize that third-party promotional content does not constitute an endorsement or professional advice from Pigmentrix.

14.6. Member Benefits

Pigmentrix may establish partnerships with manufacturers, distributors, retailers, and other Marketplace participants to provide additional benefits to its users.

Available benefits, when offered, can encompass promotional deals, discounts, educational perks, or other incentives provided directly by participating partners. These benefits are designed to increase the value of Pigmentrix subscriptions

while ensuring they do not compromise the Matrix's independence, objectivity, or vendor-neutral stance.

The respective participating partners determine the availability, scope, and conditions of Member Benefits and may change over time.

14.7. Continuous Development

The Marketplace is an ever-changing component of the Matrix. Pigmentrix may introduce new services, update existing features, form new partnerships, or discontinue certain Marketplace functions as the Matrix develops. Its structure, content, and capabilities will adapt based on technological advances, user requirements, industry trends, and collaborations with manufacturers, distributors, retailers, educational institutions, and other partners.