

Terms & Content Rules

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In short

- Twish is an AI design tool for adults (18+). An AI model reads what you ask and an image model draws it; results can contain mistakes.
- Make almost anything: funny, crude, dark, weird, yours.
- Don't use other people's brands, characters or famous faces; attack groups of people; make light of real tragedies or terrorism; or make sexual content.
- We check automatically when you ask for a design, again by AI while it's drawn, and again when you order. If we block something, we tell you which rule and why, and a person reviews it if you ask.
- Products are made to order, so there's no 14-day right of withdrawal. We're liable for faults for 2 years.

1. Who we are

Twish is run by Jakub Jabłoński, trading as Solid Code Jakub Jabłoński, ul. Przybyszewskiego 209C/49, 93-120 Łódź, Poland, entered in the Polish Central Register and Information on Economic Activity (CEIDG), NIP 7282888619 ("we"). Email: contact@twish.ink. Phone: [+48 736 628 019](tel:+48736628019) (Monday–Friday, 9:00–17:00; standard call rates). Complaints and other letters can be sent to the email or postal address above.

By using Twish, as a guest or with an account, you agree to these Terms. If you don't agree, please don't use the site. These Terms are available free of charge at twish.ink/terms, where you can read, save or print them, or [download them as a PDF](#). For consumers living in Poland the [Polish version](#) of these Terms is the binding one.

2. The service and what you need

Twish provides, free of charge, a tool to create designs with AI, to keep them (as a guest in your browser, or in an account) and to order them printed. You need a device with internet access and a current version of Chrome, Firefox, Safari or Edge with JavaScript and cookies enabled; an email address to create an account and order; and, to pay, a payment method Stripe accepts.

The free service starts when you first use Twish or create an account and lasts until you stop using it, ask us to delete your account (by email to contact@twish.ink) or we end it. We may end the service or suspend an account for a serious

or repeated breach of these Terms or the law, after telling you why (unless the law forbids that or it would defeat the purpose), or for any reason with 30 days' notice by email. Designs linked to paid orders are kept with the order.

- Twish is for adults: you must be 18 or older to use it, as a guest or with an account.
- You can design as a guest. Guest designs are tied to your browser. Create an account to keep them and to order.
- Keep your password secret. You are responsible for what is done in your account as a result of you sharing your password or not keeping it safe. Tell us at once if you think someone else is using your account.
- Don't try to get around our limits or checks, overload the service, scrape it, or use it to make content for someone else to break these rules.
- We set daily drawing limits and may change them.

3. Content rules

These rules apply to everything you type, upload, create and order. They combine what our print partners will print, what payment providers allow, and the law, including Polish law (for example articles 196, 256 and 257 of the Criminal Code). Designs are printed by third parties who apply their own checks, so something allowed here can still be refused by them.

1 Other people's brands, characters and famous faces

Only create things you have the right to print. No trademarks, logos, brand names, copyrighted characters, film, TV, game, band or sports-team material, and no celebrities, politicians or other public figures, by name or by likeness.

NOT ALLOWED

- A cartoon of a famous mouse or plumber
- A band, club or brand logo
- A portrait of a celebrity or politician

FINE

- Your own original characters
- Generic animals, objects, places and jokes
- A cartoon of your own pet
- National flags, coats of arms and city symbols

2 Hate and attacks on groups

No content that attacks, demeans or promotes hatred of people for their race, ethnicity, nationality, religion, gender, gender identity, sexual orientation, disability or age. No slurs, hate symbols, or fascist, Nazi or other totalitarian propaganda.

NOT ALLOWED

- Slurs or 'jokes' about a group being inferior
- Swastikas, SS runes and similar symbols
- Praise of Nazism or other totalitarian regimes

FINE

- Jokes about everyday life
- Pride and heritage designs
- Political opinions that don't attack a group of people

3 Real tragedies, attacks and their victims

No content that makes fun of, trivialises or celebrates real attacks, mass shootings, genocides, wars' atrocities or disasters with real victims.

NOT ALLOWED

- Jokes about 9/11 or planes hitting towers
- Holocaust jokes
- Memes about a school shooting

FINE

- Remembrance or tribute designs, respectfully done
- Fictional disasters and monsters
- Dark humour about everyday life

4 Terrorism and violent extremism

No content that supports, praises or advertises terrorist or violent extremist organisations, their symbols or their attacks.

NOT ALLOWED

- Flags or logos of terrorist organisations
- Praise of an attacker

FINE

- News-neutral history designs
- Fictional villains

5 Violence, threats and gore

No threats, calls for violence against real people, or graphic gore. Fictional horror (skulls, zombies, monsters) is fine.

NOT ALLOWED

- 'Kill all [group]' or threats against a person
- Realistic mutilation or gore

FINE

- Skulls, skeletons and zombies
- Cartoon monsters and horror-film vibes

6 Nudity and sexual content

No nudity, pornography or sexually explicit content. Designs must suit being worn in public and printed by our partners on every product.

NOT ALLOWED

- Nudity or exposed genitals
- Sexual acts or pornographic imagery

FINE

- Flirty or cheeky text without explicit content
- Swimwear, pin-up style that isn't nude

7 Anything sexualising children

Never. Any content that sexualises minors is refused, and may be reported to the police.

NOT ALLOWED

- Anything sexual involving anyone under 18

8 Harassing real people

No designs that mock, threaten, defame or expose a real private person (for example an ex, a neighbour or a classmate by name or photo), and no sharing someone's personal details.

NOT ALLOWED

- 'My ex [name] is a ...' with a real name
- Someone's address or phone number

FINE

- A friendly joke gift for a friend who's in on it
- Birthday designs with a first name

9 Insulting objects of religious worship

No designs that insult objects or places of religious worship (Polish law, art. 196 of the Criminal Code). Religious figures may be shown, and good-natured jokes and memes about them are fine; degrading them - obscene, sexual or hateful images, or desecration - is not.

NOT ALLOWED

- Degrading images of sacred figures or objects
- Sexual or obscene depictions of sacred figures
- Desecration of holy books or places

FINE

- Religious and faith-based designs
- Good-natured jokes and memes about religious figures

Promoting crime and dangerous misinformation

No content that praises or promotes crimes or seriously harmful activities, and no misinformation that could lead to violence or endanger public health.

NOT ALLOWED

- Instructions for making weapons or drugs
- Praise of a real criminal's crimes
- False health claims that could hurt people

FINE

- True-crime fandom that doesn't glorify a real crime
- Jokes about being a rebel

4. How we moderate

- Automatic checks. Requests and uploads are checked automatically by keyword filters and AI models (Google Gemini and OpenAI) before anything is drawn; what is drawn is checked by AI as it is made; and the design's words and inspiration image are checked again when you order. Refusals are made automatically.
- We tell you why. When we refuse a request or an order, remove a design or suspend an account, we tell you which rule and why, whether the decision was made automatically, and how to ask for a review. Nothing is drawn or charged for a blocked request, and it doesn't count against your daily limit.
- A person reviews it if you ask. Automatic checks make mistakes both ways. Write to contact@twish.ink (or use the contact form, topic "Ask for review of a refusal") with the design link, and a person reviews the decision within 14 days. You can also go to court, or complain to the President of UKE, the Digital Services Coordinator in Poland.
- We may refuse or cancel orders, remove designs, and suspend or close accounts that break these rules, as section 2 describes. Content that may be illegal can be reported to the authorities.
- We may review designs and orders by hand, including before they're printed.

5. AI-made designs

- Twish is an AI design tool. An AI model reads what you ask and an image model draws your design; our answers and suggestions are written by AI too. Results vary and can contain mistakes, including misspelled words. Check your design before you order.
- We don't claim ownership of your prompts or of designs you make. You may use your designs for any lawful purpose.
- AI-generated images may not be protected by copyright, and others may create similar designs. We can't give you exclusive rights in a design.

- You're responsible for what you ask for, and for making sure your design doesn't infringe anyone else's rights.
- AI marking. Every design file we give you is marked as made with AI in its metadata (the IPTC "trained algorithmic media" type), as the EU AI Act requires. Do not remove or tamper with this marking, except where that is necessary for a legitimate purpose such as security research. Anyone can check a file for it, free, at twish.in/check.

6. Your uploads and words

- Only upload images you have the right to use. Don't upload other artists' work, brand material or photos of people without their permission.
- Photos of people. By attaching a photo of people you confirm that you may use it and that everyone recognisable in it (for a child, a parent or guardian) agreed to it being turned into a design.
- Licence. To make and print your design you grant us, free of charge, a non-exclusive licence, without territorial limits and for as long as needed to provide the service and handle your orders, to use what you upload, type and write in these ways: storing and copying it on our servers; sending it to the subcontractors who do part of the work (AI model providers, our print partner and its printers); changing it as the design requires; printing it on the products you order; and showing it to you. You allow us to grant the same rights to those subcontractors for these purposes only. We use it for nothing else without your separate consent.
- Uploads not used in a design are deleted after 24 hours.
- If you knowingly or negligently ask for or upload material that infringes someone else's rights (for example a trade mark, copyright or a person's image) and a claim is brought against us because of it, you will compensate us for the resulting damage under the general rules of the Civil Code. This does not limit your rights as a consumer.

7. Orders and printing

How an order is made

1. Create a design and choose the product, colour, size and quantity.
2. Press *Order* and sign in: ordering needs an account with a confirmed email.
3. Enter the delivery address. We then show the price of the items, delivery, the total including any VAT and the expected delivery time. Until you press the order button you can correct any data in the form, or close the window to stop.
4. Pressing "Order and pay" places a binding order with an obligation to pay; the contract of sale is concluded at that moment.
5. You pay straight away on Stripe's payment page. If the payment is not completed within 30 minutes, the contract expires (a resolutive condition) and nothing is owed by either side.
6. We confirm the contract by email (a durable medium) with the order details and these Terms as a PDF; your orders are also listed under *Orders*. Contracts are concluded in Polish or English. We do not follow a code of conduct.

Prices, payment and delivery

- Prices include VAT for orders delivered in the European Union. Orders to the United States carry no VAT and no sales tax from us. The total you pay is shown before you order.
- Currency: an order is charged in the currency of the country it ships to: Polish złoty (PLN) to Poland; US dollars (USD) to the United States. Prices shown before you enter an address are in the currency of your region and may change to the shipping country's at checkout.
- Payment is in advance, by card (including Apple Pay and Google Pay) or another method shown on Stripe's payment page.
- Where we ship: Poland and the United States. Products are printed on demand by our print partner Gelato's printers and shipped to the address you give. We only take an order the partner makes inside the European Union (for an EU address) or the United States (for a US address), so no customs or import charges arise.
- If your order is late: if it has not shipped by the end of the delivery time shown at checkout, we email you, and you may cancel it for a full refund or wait.
- Product information and safety: each product shows what it is made of before you order. We are the manufacturer of the products we sell; they are made for us by Gelato's print partners. Safety concerns or accidents: write to contact@twish.ink.
- We or our print partners may refuse an order that breaks these rules. You'll be refunded in full.
- While Twish is in test mode, orders are not printed, shipped or charged.

No right of withdrawal

Every Twish product is printed to order with a design made from your own requests and choices, so it is non-prefabricated goods made to the consumer's specifications. Under art. 38 ust. 1 pkt 3 of the Polish Consumer Rights Act (art. 16(c) of Directive 2011/83/EU) you cannot withdraw from the contract within 14 days. This does not affect your rights if a product does not conform to the contract.

Conformity and complaints

We are liable to consumers for any lack of conformity of the goods with the contract that exists at delivery and becomes apparent within 2 years of delivery (art. 43a–43g of the Consumer Rights Act). You may ask for repair or replacement; where that is impossible or would cost us disproportionately, and in the other cases the law provides, you may ask for a price reduction or withdraw from the contract (unless the lack of conformity is minor). You do not have to tell us within any fixed time, but please write as soon as you can.

Send complaints to contact@twish.ink (or use the contact form, topic "A complaint about an order") or to our postal address, with your order number, what is wrong and what you ask for; photos help us but are not required. We answer within 14 days on a durable medium (email); if we do not, the complaint is deemed accepted. We pay for repair or replacement, including delivery, and collect the goods at our cost if we need them back. If we cannot resolve a complaint we will tell you, in the same way, whether we agree to an out-of-court procedure. Complaints about the website or your account (an electronic service) are made the same way and answered within 14 days.

Sole traders

If you are a sole trader and the order is not of a professional nature for you (judged in particular by the business activities listed in CEIDG), you have the consumer protections of chapters 4, 5a and 5b of the Consumer Rights Act and of art. 385¹–385³ of the Civil Code.

8. Out-of-court resolution

Consumers may, among others, apply to the Permanent Consumer Arbitration Court at the Provincial Inspector of Trade Inspection in Łódź, ask that Inspector for mediation, get free help from a municipal or district consumer ombudsman (miejski or powiatowy rzecznik konsumentów), and, in cross-border disputes, contact the European Consumer Centre Poland (konsument.gov.pl). The President of UOKiK keeps the register of entitled ADR bodies (uokik.gov.pl). Taking part is voluntary for both sides. You can always go to court.

9. Your data

We store what's needed to run the service: your email and name if you create an account, your designs, prompts and uploads, orders and shipping addresses, and basic technical logs (such as IP addresses) to keep the service secure and within fair-use limits. Shipping details are shared with the print partner that makes your order. You can ask for a copy of your data or for your account to be deleted at contact@twish.ink. Full details are in our [Privacy Policy](#).

10. Liability and changes

- We are liable under the law for not performing, or improperly performing, our obligations. The free design tool may sometimes be unavailable (for example during maintenance or heavy traffic), and AI results can contain mistakes, so check your design before you order. Nothing in these Terms excludes or limits our liability towards consumers where the law does not allow it.
- We may change these Terms for important reasons: a change in the law or a decision of an authority; changes to our services or to our partners (printing, payments, AI models); security or preventing abuse. We will tell account holders by email at least 14 days before a change applies; if you do not agree, you can delete your account before then. Orders already placed stay under the Terms in force when you placed them. The date at the top shows the current version.
- These Terms are governed by Polish law. If you're a consumer, you keep the mandatory protections of the country where you live.

11. Contact point and reports (Digital Services Act)

Our single point of contact for authorities, the European Commission and users (Articles 11 and 12 of the Digital Services Act) is contact@twish.ink; you can write in Polish or English.

To report illegal content, write to that address or use the contact form (topic "Report content") with the link to the design, why you believe it is illegal, your name and email (not needed for child sexual abuse material) and a statement

that you believe the report is accurate and complete. We confirm receipt, decide promptly and tell you the outcome, including whether automated tools were used.

Rights holders: tell us the design link and the right concerned; we stop any order for it while we check.

Questions and everything else: the same address, or the contact form on the site.

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