

Consumer Protection Code

Your rights when purchasing, seeking support and resolving problems.

Key points for reference

- Clear information before purchase.
- Statutory withdrawal and commercial guarantees are distinct.
- Support channels without waiving rights.

Reference summary. The complete clauses below prevail.

1. The CDC when purchasing services

Brazil's Consumer Protection Code, Law 8,078/1990, governs consumer relationships according to their circumstances; a business tax ID does not automatically remove protection. This page explains practical points for Zovvi purchases and links to the official consolidated text.

Company policies supplement offers without replacing law or imposing waivers, compulsory arbitration or blanket exclusions for defects.

2. Before confirming an order

Check supplier, resources, term, cycle total, payment, renewal price and extras. An annual plan monthly equivalent is not monthly billing. Keep the summary, confirmation and conditions.

You may request clarification without taking over the supplier duty to inform correctly. Product suggestions do not become paid extras without confirmation.

3. Withdrawal, cancellation and guarantees

Where Article 49 applies, withdrawal lasts seven days from signing or receipt, as applicable. This differs from Zovvi's initial-hosting 30-day commercial guarantee, which does not reduce statutory rights.

Non-renewal, immediate closure and repayment requests are different actions. Identify the choice and request confirmation; the refund policy explains the process.

4. If a service has a problem

Report service, time, error and impact to support. Keep references and evidence without passwords or others' data. Assessment considers the offer, duties and cause.

Defects and unfulfilled offers have legal remedies such as repeat performance, repayment or price reduction as applicable. SLA credits do not automatically remove other remedies. Deadlines depend on the claim and latent-defect rules; a commercial guarantee is not the universal complaint limit.

5. Support and resolution routes

For electronic consumer requests, Decree 7,962/2013 requires acknowledgment and a supplier response within five days, subject to more favorable rules. Zovvi must explain the outcome and next steps.

Consumer authorities, local Procon and courts remain available. Public dispute platforms depend on availability and supplier participation; no unverified enrollment is claimed. Contacting support does not waive other routes.

6. Official text and interpretation

The link opens the official consolidated Planalto text with amendments. This page does not reproduce the entire law, add exceptions or turn commercial conditions into legal rules.

Spanish and English explain Brazilian law without claiming it displaces every mandatory rule of another jurisdiction applicable to a particular case.

Official legislation

[Read on the official portal](#)