

Promotions and Service Rules

Eligibility, duration and conditions for offers.

Key points for reference

- Each offer needs its own accessible conditions.
- Introductory discounts and renewal prices are separate.
- Accepted offers must be honored.

Reference summary. The complete clauses below prevail.

1. General and campaign-specific rules

This sets general campaign rules without announcing active promotions or making examples available benefits. Each campaign needs prior identifiable rules covering provider, product, audience, dates, conditions and contact.

Offers, orders and specific rules form the contract, preserving mandatory rights and binding favorable terms. Historic promotions from another brand are not automatically imported.

2. Eligibility, dates and limits

Rules disclose dates and timezone, products, terms, customer eligibility, limits and real quantities. Restrictions are prominent before acceptance. Limits do not authorize fake countdowns, inventory or urgency.

Eligibility checks must be proportionate without excessive data. Rejections need verifiable grounds rather than retrospectively changed criteria.

3. Prices, coupons and renewals

Disclose term total, actual discount, duration and renewal price or valid calculation. Annual monthly equivalents also show the charged total. Coupons specify validity, compatibility and stacking.

Gifts, domains, migration and licenses need clear scope, duration and renewal terms. "Free" must not conceal mandatory costs, lock-in or unselected extras.

4. Confirmation and records

Order summaries allow review and correction. Confirmations preserve accepted offers, prices and conditions. Discrepancies are assessed from records without presuming customer fault.

Rights must not depend on positive reviews, likeness permission or withdrawing complaints. Testimonials require separate authorization and accuracy.

5. Cancellation and campaign changes

Withdrawal, applicable commercial guarantees and supply failures follow refund rules and law. Bundles disclose component values without arbitrary deductions from due refunds.

Changing or ending new-purchase campaigns does not alter confirmed orders. Publication errors are handled in good faith under law and the offer, without unrestricted unilateral cancellation.

6. Partners, prize promotions and complaints

Referrals, affiliates and agencies need their own rules; no commission or automatic approval is promised here. Regulated prize promotions may only be announced after required legal steps. Ordinary discounts are not automatically prize draws.

Contact ola@zovvi.com.br with campaign and order details. Responses explain rules and review routes while preserving consumer and judicial remedies.