

Refund and Cancellation Policy

How to end a purchase and request a refund.

Key points for reference

- 30-day commercial guarantee on initial hosting.
- Statutory withdrawal and service defects have separate protection.
- Cancellation, non-renewal and data deletion are separate decisions.

Reference summary. The complete clauses below prevail.

1. Scope and distinct rights

This policy distinguishes cancellation, statutory withdrawal, commercial guarantees and refunds for defects or improper charges. None reduces the others. Digital service purchases, initial use and promotions do not automatically remove mandatory rights.

Identify each ordered product: hosting, domains, email, licenses and professional work may have different fulfillment terms. External-provider rules do not automatically exclude Zovvi own legal responsibility.

2. Withdrawal from distance purchases

Where Brazil's CDC applies to a distance purchase, withdrawal is available within seven days from signing or receiving the product or service, as applicable, with repayment under the law. Use the purchase channel or available support.

No justification, internal credit or complaint removal is required. Affected accessory contracts must be considered. Timing, service performance and bundled-product questions are assessed individually without a blanket checkout waiver.

3. 30-day commercial guarantee

In addition to statutory rights, initial hosting purchased directly from Zovvi has a 30-calendar-day commercial guarantee from initial activation following confirmed payment. Cancellation within that period refunds the amount actually paid for eligible hosting without compulsory internal credit.

The guarantee does not restart with renewals, cycle changes, upgrades or repurchases to repeat the benefit. Domains, licenses and performed professional work are not automatically included; they must be itemized and assessed under their terms and law. Limits on this voluntary guarantee do not limit statutory refunds or remedies.

4. Requesting cancellation and choosing a date

Use authenticated support and identify the service, order or invoice and desired action: immediate cancellation, end-of-period closure or only disabling automatic payment. Do not send passwords, full card numbers or authentication codes. Verification must be proportionate and not obstruct cancellation without justification.

Confirm affected extras; ending hosting does not automatically transfer or cancel domain registration. Keep the reference and confirmation. If the electronic function fails, support must allow the request date to be recorded.

5. Amounts, discounts and bundles

Calculation uses the amount paid, actual discount, period and refund basis. Included domains and conditional discounts must disclose rules and separate prices before purchase; no surprise exit fee is created. Deductions require an established basis consistent with statutory refunds.

Outside the commercial guarantee, end-of-period closure prevents renewal without itself promising a pro-rata refund. Defects, unfulfilled offers, duplicate payments and other legal grounds retain their remedies. SLA credits do not automatically settle every obligation.

6. Refund method and tracking

Refunds preferably return to the original payment source and method. Pix returns to the source account where available; card reversals go through the intermediary and display timing depends on the issuer. If unavailable, a secure alternative in the account holder name is agreed without excessive public banking disclosures.

Support explains amount, basis, procedure and timing, with evidence where appropriate. Bank processing does not justify Zovvi delaying its request. Internal balance replaces money only through a valid choice where lawful.

7. Data, copies and closure

Export needed files, databases, settings and messages before immediate closure. Cancellation must clarify when access and content end. Residual copies follow backup rotation and restrictions; do not rely on restoration after deletion.

Keeping tax, contract or legally required records does not retain the website for the same period. Personal-data rights are not conditional on abandoning refunds or complaints. Moving hosting does not automatically transfer domain ownership.

8. Disputes and review

Report unrecognized charges to support and the payment provider and keep evidence. Legitimate disputes do not automatically establish fraud; restrictions must reflect risk and facts. Duplicate payment is not required to investigate a disputed charge.

Electronic consumer requests receive acknowledgment and a response within five days under applicable law without shortening more favorable periods. Denials are explained and reviewable, without restricting consumer authorities or courts.

