

Terms of Use

The rules for your relationship with Zovvi Cloud.

Key points for reference

- Your order defines the service, resources, term and price.
- SLA, backups and cancellation have dedicated policies.
- Statutory rights and offer conditions are preserved.

Reference summary. The complete clauses below prevail.

1. Supplier and contract documents

Rocketz Digital Ltda, Brazilian CNPJ 37.843.555/0001-05, at Av. Paulista, 2073, operates Zovvi Cloud.

The accepted order identifies the product, resources, term, initial and renewal prices, extras and payment. Policies supplement the relevant product. Mandatory law and more favorable binding offer conditions prevail. Earlier purchases retain their applicable period conditions.

2. Notice and legal capacity

These Terms remain available to read and retain. A purchase requires notice of the conditions and, where applicable, unambiguous acceptance. Visiting does not create a purchase obligation. Customers must have legal capacity or appropriate representation or assistance. Use involving minors must respect service conditions, their protection and guardian involvement where needed.

3. Permitted use and prohibited conduct

Available functions may be used for lawful purposes consistent with the offering. Fraud, impersonation, unlawful discrimination, malware, spam, intellectual property or privacy violations, unauthorized access and deliberate interference are prohibited. Legitimate reports, complaints, lawful criticism and exercise of rights are not prohibited.

4. Content and intellectual property

Trademarks, software, visual elements, text and other materials belong to their respective owners. Access grants only the permission needed to use offered functions and does not transfer ownership. Reproduction, distribution or exploitation requires authorization or a legal exception. Third-party materials retain their own licences.

5. Offers, prices and contract formation

Before checkout, essential features, total price, extra charges, availability, relevant limits and delivery or performance conditions are disclosed. Users can review and correct data. The contract is confirmed through the stated channel and its terms can be retained. Binding offers are respected without arbitrary cancellation or unilateral retroactive changes.

6. Payments and payment security

Payment methods and conditions: The order states the cycle total, currency, charges, payment methods and approval. An annual plan monthly equivalent does not mean monthly billing. A receipt does not confirm settlement. Approval may depend on the selected provider and proportionate security checks. Full banking credentials are not requested through support. Charges, instalments and renewals are disclosed before acceptance. Late or disputed payments are handled through appropriate channels without intimidation or exposure of consumers.

7. Delivery, performance and dependencies

Applicable conditions: Activation follows confirmed payment, required details, proportionate checks and availability. The offer states the timeframe; inability to supply requires notice and any refund due. Timelines, stages and user requirements are clearly disclosed. Material impediments are communicated with next steps, preserving legal remedies for failure to fulfil an offer. Incorrect delivery details or lack of cooperation are assessed case by case without automatically excluding responsibility.

8. Responsibilities and preserved rights

Each party is responsible for acts, omissions and risks allocated by law and valid contract. We do not exclude mandatory liability for defects or failures, require waiver of compensation, improperly shift evidentiary burdens or impose abusive transfers of responsibility. Users act in good faith and provide necessary cooperation without assuming liability for matters outside their responsibility.

9. Privacy, communications and third parties

Personal data processing is explained in the Privacy Policy at <https://somozvvi.com.br/en/legal/privacy-policy/> under Brazil's LGPD. Necessary support or contractual messages do not constitute promotional subscription. Third-party links and integrations may have their own terms without removing our legal responsibility for functions or offers attributable to us.

10. Changes, versions and retention

The version is identified by its effective date. Material changes are communicated prospectively, with fresh acceptance where necessary. Retroactive changes inconsistent with current offers or contracts are not imposed. Users can retain their applicable version; invalidity of one clause does not authorize restricting rights under other rules.

11. Hosting, management and shared responsibility

Zovvi supplies the ordered infrastructure and resources. Customers manage content, staff, applications, updates and licenses unless management is included. Support is not development or full administration. These duties do not remove Zovvi liability for defects. Technical access must be necessary, authorized and confidential.

Covered hosting includes a 99.9% monthly SLA, daily backups with seven points on separate infrastructure and one compatible initial migration under dedicated policies. There is no universal application-speed, sales or Google metric guarantee. External products have disclosed terms without removing Zovvi duties as supplier or reseller.

12. Cancellation, refunds and overdue payment

Request cancellation through authenticated support, choosing immediate closure or billing-period end. Disabling debit does not request immediate content deletion. Preserve data first. The seven-day statutory withdrawal right follows the CDC, alongside the initial-hosting 30-day commercial guarantee. Domain and extra-product terms do not automatically exclude legal rights.

Covered hosting is suspended on day 8 and may be deleted from day 30 after the due date, with notices. Domains and third parties have disclosed expiry cycles. Urgent containment must be proportionate and reviewable where possible. Paying after deletion does not recreate data.

13. Support and disputes

Use account support or official channels. Electronic consumer requests are acknowledged and answered within five days under Decree 7,962/2013 without limiting more favorable deadlines. Required refunds do not depend on removing criticism, accepting internal credit or a general waiver.

Brazilian law and the legally competent forum apply, preserving consumer jurisdiction. There is no compulsory arbitration or restriction on authorities or courts. PT, ES and EN describe the same Brazilian operation; translation differences do not reduce rights.