POLICY

Delivery

How we deliver digital and physical products, lead times and tracking.

Version 1.0 Effective 7 November 2026

Digital products

Access to e-books and other digital products is sent to **the email used at checkout** as soon as the payment platform confirms payment:

Payment method	Usual confirmation
Credit card	Within minutes
Pix	Within minutes
Boleto	Up to 3 business days after payment

If the email does not arrive, check your spam and promotions folders and make sure the address entered at checkout is correct. If the problem persists, write to contato@infokraze.com with your checkout email.

Physical products

The delivery lead time and shipping cost are shown at checkout, before payment, and count from payment confirmation. Once shipped, we email you the tracking code.

If the order does not arrive within the stated time, contact support: we follow up with the carrier and, if needed, ship the product again or refund you.

Address and delivery attempts

The buyer is responsible for the address provided. If the carrier cannot deliver after its scheduled attempts and the parcel comes back, we will contact you to arrange a new shipment, which may be charged, or a refund.

International deliveries

For orders shipped to other countries, lead times and shipping cost are shown at checkout. Delivery may depend on customs clearance in the destination country. Import taxes and fees, where they apply, are paid by the buyer.

Contact

contato@infokraze.com · WhatsApp +55 71 98798-7401, on Brazilian business days.

Language

This is an English version of the Portuguese text. If the two differ, the Portuguese version prevails.

Version history

`Version 1.0 · 7 November 2026`

First published version.