POLICY

Refunds and Withdrawal

The 7-day withdrawal period (Brazilian Consumer Code, art. 49) and how to request a refund.

Version 1.0 Effective 7 November 2026

Right of withdrawal

Online purchases may be cancelled within **7 calendar days** of the purchase or of receiving the product, with no reason required (Brazilian Consumer Protection Code, art. 49). The full amount paid is refunded, including shipping.

Where a sales page offers a longer guarantee, the longer period applies.

How to request it

You can cancel in two ways:

1. through the payment platform where you bought, in its orders area or via the link in the confirmation email; or
2. by emailing contato@infokraze.com with the subject “Refund”, including your checkout email and order number.

We confirm receipt of your request through the same channel (Decree 7,962/2013, art. 5).

How the money is returned

Once the cancellation is approved, we notify the payment platform to refund the same payment method:

- **credit card**: the refund appears on your statement according to your card issuer's schedule, usually within two billing cycles;
- **Pix or boleto**: the amount is returned to the account you provide or through the platform's own process.

Digital products

Cancelling ends access to the digital product. Repeated refund requests for the same product by the same person may be reviewed individually to prevent abuse.

Physical products

To return a physical product within the withdrawal period, we will tell you the address and shipping method. Infokraze pays for the return. The product must be returned with its accessories.

Defective products

If a physical product arrives defective, contact support. We have up to 30 days to fix it; if it is not fixed, you may choose a replacement, a proportional price reduction or a full refund (Consumer Protection Code, art. 18). Claims must be made within 30 days for non-durable goods and 90 days for durable goods (art. 26).

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

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First published version.