POLICY

Terms of Sale

Conditions that apply to purchases of Infokraze's digital and physical products.

Version 1.0 Effective 7 November 2026

The seller

Products of the Infokraze brands are sold by **Infokraze Digital Ltda**, CNPJ 47.661.599/0001-78, registered at Av. Paulista, 1636, suite 4, 15th floor, Bela Vista, São Paulo/SP, 01310-200, Brazil, email contato@infokraze.com, phone +55 71 98798-7401.

These Terms apply to every purchase of our brands' digital and physical products, including purchases by buyers outside Brazil, together with the information on each product's sales page.

Where the purchase happens

This website has no cart or checkout. Purchases are made on our brands' sales pages and payment is processed by a **partner payment platform**. That platform's terms, accepted at checkout, also apply to payment processing.

Information before you buy

Before payment, the sales page shows:

- the product description, format (digital or physical) and what is included;
- the total price, currency, payment methods and any instalments;

- the delivery or access lead time and method;
- the withdrawal period and refund conditions;
- the identity of Infokraze Digital Ltda and the support channel.

Confirmation and tax document

Once payment is approved, you receive an order confirmation by email. The sale is invoiced by Infokraze Digital Ltda, which issues the corresponding tax document in the buyer's name.

Digital products

Access to e-books and other digital products is sent to the email used at checkout. The purchase grants a **personal, non-transferable licence**: you may not resell, redistribute, publish or share the file or the access with others. Breaches may lead to the access being revoked, without prejudice to legal action.

Physical products

The buyer is responsible for the shipping address entered at checkout. Lead times, shipping and tracking follow the Delivery policy. Defective products are covered by the statutory warranty of Brazil's Consumer Protection Code: 30 days for non-durable goods and 90 days for durable goods (art. 26).

Withdrawal and refunds

Any purchase may be cancelled within 7 days of the purchase or of receiving the product (Consumer Protection Code, art. 49). See the Refunds and Withdrawal policy.

Buyers outside Brazil

For sales to other countries, price, currency and delivery terms are shown on the sales page. Taxes, customs fees and import charges in the destination country, where they apply, are paid by the buyer.

Payment disputes

Before disputing a charge with your bank or card issuer, please contact our support: most cases are solved with a direct refund, which is faster for you. Unfounded disputes may be answered with the purchase and delivery records.

Results

Our content is informational and educational and does not guarantee results. See the Results Disclaimer.

Support

Orders, questions and complaints: contato@infokraze.com or WhatsApp +55 71 98798-7401, on Brazilian business days.

Governing law and jurisdiction

These Terms are governed by Brazilian law, in particular the Consumer Protection Code and Decree 7,962/2013. In consumer relationships, the courts of the consumer's domicile have jurisdiction. Mandatory consumer protection rules of your country of residence still apply where they give you greater protection.

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.