



## **1. General Conditions**

1.1. By subscribing to a service on ELECOstart, the customer accepts all the points mentioned in this document, representing all the minimum conditions for the provision of services by ELECOstart.

1.2. ELECOstart is in the right to change this document without prior notice, and it is up to the client to verify this terms. The changes will be, whenever possible, notified via digital means or by updating the final date in this document.

1.3. We may also provide the customer's data for legal purposes if it is requested by competent authorities and legally registered.

1.4. If you do not comply with the terms in this document, it may result in the cancellation and termination, in whole or in part of the services associated with the client.

1.5. In case of any service be detrimental to the proper performance of the services provided, ELECOstart is entitled to suspend / terminate the service without prior notice.

## **2. Support**

2.1. ELECOstart retains the right to deny support to any customer requesting support outside of our hours of operation.

2.2. Abuse against our team will not be tolerated. The use of aggressive language, threats or offenses may lead to suspension or cancellation of your services.

## **3. DownTime**

3.1. ELECOstart reserves the right to interrupt its services for the necessary time, informing the client in advance for maintenance operations and / or other types of interventions that it seems necessary.

## **4. Refunds**

4.1. In any situation ELECOstart provides a full or partial refund of our services. No refund will also be granted in case of abuse or breach of our terms of service and service usage policies.



## **5. Privacy Policy**

5.1. At no time ELECOstart will provide such data to third parties except when requested under legal orders.

5.2. The ELECOstart privacy policy falls within the situations provided by applicable law.

5.3. Right of Admission.

5.4. ELECOstart reserves the right to refuse or cancel the provision or renewal of any service, being exempted from justification in its final decision. If the service is canceled after activation of the account, the amount will be returned to the client for the period paid for the account in question.

## **6. Services**

6.1. All services have a maximum time of 24 hours for the customer to get a response.

## **7. Conduct**

7.1. The order of services implies full acceptance of these terms and conditions.

7.2. ELECOstart reserves the right to change these Terms of Service, its products and services and respective prices, whenever it seems necessary, without prior notice..

Last reviewed in: 11/05/2022