# Refund Policy

ExpiryDocs

## 1. Purpose

This Refund Policy establishes the rules applicable to payments, cancellations and refund requests related to the subscription to ExpiryDocs.

## 2. Payments

Payments related to ExpiryDocs are processed by Paddle, which acts as an authorized reseller. The conditions effectively applicable to the transaction may also be subject to Paddle’s rules and policies.

## 3. Subscriptions and Recurring Charges

When a recurring plan is subscribed to, the subscription may renew automatically until cancelled, according to the commercial conditions presented at the time of subscription. Cancellation prevents future charges, but does not, by itself, imply an automatic right to a refund of amounts already paid.

## 4. Cancellation

The Client may cancel its subscription through the mechanisms made available for this purpose. Subscription cancellation and a refund request are distinct matters and will be handled according to the conditions applicable to the subscription and the relevant law.

## 5. Refund Request

Refund requests may be submitted through the channels made available by Paddle or through the support channels indicated by ELOGICO, as applicable. The request must contain sufficient information to identify the subscription.

## 6. Refunds and Applicable Conditions

Refunds will be reviewed according to the subscription conditions, Paddle’s applicable policy and the rights guaranteed by applicable law. The existence and extent of any refund right will depend on the specific circumstances and applicable law.

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## 7. Consumer Rights

Nothing in this Policy is intended to exclude or restrict rights that are mandatorily guaranteed to consumers or any other party by applicable law. Where a mandatory rule establishes a specific period, condition or procedure, it will prevail to the extent required.

## 8. Statutory Refund Periods

Depending on the Client’s location and the nature of the subscription, statutory periods may exist for exercising a right of withdrawal or other refund situations. The example of a 14-day period, where applicable in certain regions, does not constitute a universal rule for all subscriptions.

## 9. Review of the Request

The review may consider the subscription date, plan subscribed to, payments made, cancellation, any use of the service, Paddle’s rules and other relevant circumstances. When a refund is approved, processing may depend on the procedures and timeframes of the institution responsible for the payment.

## 10. Incorrect or Unrecognized Charges

If the Client identifies a charge it considers incorrect or does not recognize, it should report the matter through the available support channels, providing the information necessary for verification. The Client may also use the mechanisms made available by Paddle to dispute or address the transaction.

## 11. Account Closure

Closing or cancelling the Account does not automatically imply the return of amounts already paid. Any refundable amounts will be handled according to this Policy, the subscription conditions and applicable law.

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## 12. Changes to this Policy

This Policy may be updated to reflect legal, commercial, technical or operational changes. The current version will be the one made available in the official ExpiryDocs terms and policies directory.

## 13. Relationship with the Terms of Use

This Policy forms part of the set of legal documents applicable to ExpiryDocs and should be interpreted together with the Terms of Use, Privacy Policy and, where applicable, the DPA. For matters specifically concerning refunds, this Policy should be considered together with the subscription conditions and mandatory applicable rules.

## 14. Contact

For matters related to payments, cancellations or refund requests, the Client may use the channels made available by ELOGICO and, where applicable, Paddle's channels:
E-mail: ELOGICO@ELOGICO.COM.BR
WhatsApp: 55 21 976793647

## 15. Company Identification

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Document: Refund Policy
Version: v20260915a
Publication date: 15/09/2026

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