



## Complaints, Terms & Conditions

At FIZ, we strive to provide exceptional service to our users.

However, if you encounter any issues or have concerns, we are here to assist you.

Below are the steps to file a complaint:

### Contact Us

If you have a concern or simply want to discuss an issue, you can reach out to us through the FIZ platform. Our dedicated team is available to address your concerns promptly. Please provide the following information:

- Your full name
- The mobile phone number and email address associated with your account
- A description of the issue
- The date the problem began
- Your preferred resolution

Online Form: Alternatively, you can file a complaint using our online form. Fill in the required details, and our team will review your complaint promptly.

Email: You can also email us at [complaints@fiz.co](mailto:complaints@fiz.co) with the details of your complaint. Be sure to include the required information mentioned above.

We will thoroughly review your complaint and respond to you via email. Communication will be in either Portuguese or English. We are committed to addressing your concerns promptly and ensuring your satisfaction with our tools and products.

Thank you for choosing FIZ.

## Terms & Conditions

For the purposes of this agreement, the following definitions apply:

- Tools: Refers to the platform and app provided by FIZ, accessible via [fiz.co](https://fiz.co).
- Service Provider: Denotes the entity responsible for the product, referred to here as "FIZ."
- User: Refers to any individual or entity utilizing the Platform or App.
- Account: Refers to the user's designated space within the Platform or App.
- Site: Refers to the online platform [fiz.co](https://fiz.co).

### 1. Agreement

By using the free Platform and App provided by FIZ, the user agrees to abide by the following terms and conditions ("Terms of Service"):

- 1.1. FIZ reserves the right to periodically revise and modify the Terms of Service without prior notice.
- 1.2. Any improvements, additions, or changes to the current Platform or App, including new tools and features, will be subject to the terms outlined in the Terms of Service.
- 1.3. Continued use of the free Platform or App following any modifications made by FIZ constitutes acceptance of those modifications by the user.
- 1.4. The latest version of the Terms of Service is always available at <https://fiz.co/docs>.
- 1.5. A breach of any conditions outlined in the Terms & Conditions empowers FIZ to terminate the account of the infringing user.
- 1.6. Despite FIZ's prohibition, the user acknowledges and agrees that FIZ cannot be held liable for any content submitted to the Platform or App, even if exposed to such content.



## 2. Account Usage

- 2.1. To use FIZ, the user must be at least 18 years old.
- 2.2. Upon registering for the free Platform or App, the user must provide their full name, a valid email address, and any additional information required for service use.
- 2.3. Account login is restricted to a single user; sharing login credentials among multiple individuals is prohibited. The user may create separate logins for additional users within the limits of their plan.
- 2.4. The user is fully responsible for maintaining the security and confidentiality of their account and password. FIZ disclaims any liability for the misuse of the service or for any loss or damage resulting from user negligence.
- 2.5. The user is accountable for all content submitted and for all activity occurring within their account. By publishing content in public areas of the Service, the user affirms ownership of that content, thereby relieving FIZ of any associated responsibilities.
- 2.6. The user bears full responsibility for the information provided and the consequences of submitting incorrect data to the service.

## 3. Website & App Use

- 3.1. Users may access and review their FIZ account data. Use of the website and app is contingent upon acceptance of the terms outlined herein.
- 3.2. The user acknowledges that FIZ cannot be held liable for any direct, indirect, incidental, special, or consequential damages resulting from website usage or from access to third-party products via the Site and App.
- 3.3. FIZ reserves the right to modify or discontinue website and app access, either temporarily or permanently, without prior notice.

## 4. Termination and Cancellation

- 4.1. The user is solely responsible for properly canceling their account. Cancellation can be initiated at any time through the website or app.
- 4.2. Upon cancellation, all account content is permanently deleted, and data recovery is not possible. Users are advised to create backup copies.
- 4.3. Canceling before the end of a prepaid month (if applicable) will result in immediate termination without further charges.
- 4.4. FIZ reserves the right to suspend or terminate any account and deny future use of the services, with or without cause, at its discretion.

## 5. Changes to Service

- 5.1. FIZ reserves the right to make changes to the service and introduce new features, which may be offered either for free or on a paid basis. In the event of significant changes, we will notify users 30 days in advance. However, the FIZ Invoicing service and its basic functions will remain free of charge.
- 5.2. Users acknowledge and accept that changes, corrections, or interruptions to the Service may occur as part of service provision.
- 5.3. FIZ shall not be liable for any damages resulting from the termination, suspension, or alteration of the Service.



### 6. Copyright and Content Ownership

- 6.1. All rights to the Service are reserved by FIZ.
- 6.2. Users may not duplicate, copy, or distribute any part of the Website, App, Service, or Account without explicit written consent from FIZ.
- 6.3. FIZ does not claim intellectual property rights over user-generated content within the Service.

### 8. General Conditions

- 7.1. Users utilize the free Service at their own risk; it is provided "as is" and "as available."
- 7.2. Technical support is available via email for all users of the free service.
- 7.3. FIZ uses third-party partners for hosting and for providing hardware, software, and related technologies.
- 7.4. Users may not alter the Service's website or falsely imply an association with FIZ's website and app.
- 7.5. Unauthorized transmission of spam messages is prohibited.
- 7.6. FIZ is not responsible for connectivity issues affecting Service usage.
- 7.7. Users must take precautions to prevent the transmission of viruses or destructive code.
- 7.8. FIZ does not guarantee that the Service will meet user needs or be free from errors.
- 7.9. Free Service: The FIZ Platform and App, specifically the FIZ Invoicing service and its basic functions, are completely free of charge for all users. However, additional features or future functionalities may be subject to separate terms, which may include paid services. There are no hidden fees or costs associated with the use of FIZ Invoicing in its current basic form.