



# Exovera

## TERMS OF SERVICE

These Terms of Service govern your use of the Exovera website and the purchase of online training courses provided via <https://exo-vera.com>.

### 1. Services Provided

Exovera provides digital online education services, including professional training courses delivered through an online Learning Management System (LMS). All courses are provided digitally. No physical goods are shipped.

### 2. Course Format

All courses are delivered in an online, self-paced format. Users may access course materials at their own pace within the access period.

### 3. Course Access Period

Access to all purchased courses is valid for twelve (12) months from the date of purchase.

All courses offered on the platform follow the same access period.

### 4. Certificates

A digital certificate of completion is issued upon successful completion of the course requirements.

### 5. Payments

All payments are processed online. Exovera acts as the merchant of record for all transactions.

### 6. Refunds

Refunds are governed by our Refund Policy.

### 7. User Responsibilities

Users are responsible for maintaining the confidentiality of their account credentials and for all activities conducted under their account.

### 8. Limitation of Liability

Exovera shall not be liable for any indirect, incidental, or consequential damages arising from the use of the platform.

### 9. Contact Information

[info@exo-vera.com](mailto:info@exo-vera.com)



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## REFUND POLICY

Exovera is committed to customer satisfaction. This Refund Policy outlines the conditions under which refunds may be granted.

### 1. Eligibility for Refund

A refund may be requested within fourteen (14) days from the date of purchase, provided that:

- course access has not been activated, or
- course usage or progress is minimal.

### 2. Non-Refundable Cases

Refunds may be declined if:

- the course has been substantially accessed or completed,
- the refund request is submitted after the 14-day period.

### 3. Digital Services

All courses are digital services. Once access is granted and the service is actively used, the service is considered delivered.

### 4. Refund Method

Approved refunds will be processed using the original payment method.

### 5. Contact

[info@exo-vera.com](mailto:info@exo-vera.com)



# Exovera

## PRIVACY POLICY

This Privacy Policy explains how Exovera collects, uses, and protects your personal information.

### 1. Information We Collect

We may collect personal information such as name, email address, payment details, and usage data when you use our website or purchase our services.

### 2. Use of Information

Collected information is used to:

- provide access to courses,
- process payments,
- issue certificates,
- communicate with users,
- improve our services.

### 3. Cookies

We use cookies to enhance user experience and analyze website usage.

### 4. Third-Party Services

We may use third-party service providers, including payment processors and LMS platforms, solely for service delivery purposes.

### 5. Data Protection

We implement appropriate technical and organizational measures to protect personal data.

### 6. Contact

[info@exo-vera.com](mailto:info@exo-vera.com)