If there is any conflict between the Portuguese version and this translation, the Portuguese version will prevail, unless otherwise required by applicable law.

LANDING PAGE SERVICE TERMS — OSPEON

Version 1.2 — 2026-10-24

Ospeon

Official contact: contact@ospeon.com

Official website: https://ospeon.com

This English page is a faithful translation of the Portuguese version. If there is any conflict between the Portuguese version and this translation, the Portuguese version will prevail, unless otherwise required by applicable law.

These Terms of Engagement govern the purchase of landing pages, digital pages, and related services offered by **Ospeon**.

By making payment, approving publication, using the page, or keeping the monthly maintenance active, the client declares that they have read, understood, and agreed to these Terms.

Commercial Summary

You are contracting the creation, publication, and maintenance of a digital page operated by Ospeon.

The page is intended to present your business, service, product, or appointment/contact offer, and may direct visitors to external channels such as WhatsApp, phone, Instagram, email, maps, or other links provided.

This engagement does not transfer source code, templates, internal systems, automations, infrastructure, methods, brand, know-how, or intellectual property owned by Ospeon.

The client receives a license to use the published page while the engagement remains active and paid.

1. Acceptance of the Terms

1.1. These Terms apply to the purchase of standard Ospeon landing pages.

1.2. Acceptance may occur through any of the following means:

a) making payment;

b) approving publication by WhatsApp, email, message, or platform;

c) using the published page;

d) keeping the monthly maintenance active.

1.3. Payment through a link sent by Ospeon will be considered confirmation of purchase, acceptance of these Terms, and authorization for Ospeon to begin performing the service, except where mandatory law provides otherwise.

1.4. If there is a separate proposal, quote, or specific agreement signed between the parties, that document will prevail only on the points where it expressly provides a different condition from these Terms.

2. Scope of Service

2.1. The standard engagement includes the creation, adaptation, and publication of a landing page operated by Ospeon, according to the approved commercial scope.

2.2. The standard landing page may include, depending on technical availability and information provided by the client:

a) one digital page;

b) responsive structure for mobile and desktop;

c) basic information about the business, service, or appointment/contact offer;

d) contact buttons such as WhatsApp, phone, Instagram, email, or external links;

e) images, logo, text, and data provided by the client;

f) basic title and description configuration for search engines;

g) publication on infrastructure controlled by Ospeon;

h) maintenance of the page while the monthly fee remains active.

2.3. The standard landing page is a focused digital page, not a complete multi-page website, custom system, login area, CRM, automation, or advanced functionality unless separately contracted.

3. What Is Not Included by Default

3.1. Unless expressly agreed, the landing page engagement does not include:

a) transfer of source code;

b) ownership of Ospeon templates or systems;

c) fully custom design from scratch;

d) unlimited revisions;

e) logo creation or brand identity package;

f) professional photo or video production;

g) advanced copywriting;

h) ad management or paid traffic;

i) CRM, ERP, automations, or artificial intelligence;

j) booking system;

k) dashboards;

l) forms for collecting visitor, patient, or customer data;

m) patient portal or member area;

n) external integrations not expressly included;

o) custom scripts, pixels, or code;

p) domain purchase or renewal;

q) email hosting;

r) medical, legal, financial, regulatory, or advertising advice.

3.2. Any item outside the standard scope may be quoted separately by Ospeon.

4. Previews

4.1. Ospeon may present the client with a private or temporary preview before final publication.

4.2. The preview is a conceptual demonstration and does not, by itself, represent an official, final, or production website.

4.3. The preview may contain temporary content, pending adjustments, placeholders, or information to be validated by the client.

4.4. The client must review and approve final information before publication.

4.5. Ospeon may modify, remove, expire, block, or replace previews at any time.

5. Client Responsibilities

5.1. The client must provide accurate, complete, and up-to-date information for creation and publication of the page, including, when applicable:

a) business name;

b) services or products offered;

c) WhatsApp, phone, or contact channels;

d) address or location;

e) social media links;

f) domain, if any;

g) logo, images, text, and other materials;

h) legal or regulatory information required for their industry.

5.2. The client is responsible for the truthfulness, legality, and regularity of the information, materials, images, text, trademarks, testimonials, promises, credentials, professional registrations, offers, and content provided.

5.3. The client declares that they have authorization to use the materials provided to Ospeon.

5.4. The client must not provide illegal, misleading, defamatory, abusive, discriminatory, unauthorized content, content that infringes third-party rights, or content incompatible with applicable law.

5.5. In regulated sectors, such as healthcare, aesthetics, dentistry, law, finance, education, supplements, or similar areas, the client is responsible for complying with applicable professional, regulatory, advertising, and ethical rules.

6. Approval and Publication

6.1. Publication of the page may occur after payment confirmation and receipt of the necessary information.

6.2. Client approval may occur by WhatsApp, email, message, platform, payment confirmation, or another reasonable communication channel.

6.3. Ospeon may refuse, suspend, or delay publication when information is incomplete, incorrect, illegal, unsafe, abusive, misleading, technically unfeasible, or outside the contracted scope.

6.4. Ospeon may make technical adjustments related to layout, performance, security, responsiveness, publication, and compatibility, without changing the nature of the contracted service.

7. Payments

7.1. The initial creation/publication fee will be due before the page is released into production, according to the proposal, quote, or payment link sent to the client.

7.2. The monthly maintenance fee will be charged on a recurring basis while the service remains active.

7.3. Payments may be processed by Stripe or another payment provider indicated by Ospeon.

7.4. Available payment methods depend on the payment provider used at the time of purchase.

7.5. Publication, maintenance, or continuation of the page may depend on payment confirmation.

7.6. Failed payments, non-payment, chargebacks, reversals, or payment disputes may result in suspension, removal, or cancellation of the page.

8. Refunds and Cancellations

8.1. Because the engagement involves digital work, configuration, adaptation, publication, operational time, and use of infrastructure, refunds of the initial fee may be limited after performance of the service has started.

8.2. Before performance begins, Ospeon may evaluate a refund request and may deduct payment provider fees, administrative costs, or costs already incurred, when applicable.

8.3. After adaptation, configuration, customization, publication, or delivery of the service has started, the initial fee may be non-refundable, except where required by law or decided by Ospeon.

8.4. Monthly fees for periods already started, used, or made available are not refundable, except where required by applicable law or decided by Ospeon.

8.5. Nothing in these Terms limits mandatory consumer rights provided by law, including any right of withdrawal where applicable.

8.6. The exercise of any right of withdrawal or cancellation request must be made through Ospeon's official contact channels indicated in these Terms.

8.7. The client may request cancellation of monthly maintenance through Ospeon's official channels.

8.8. When the monthly maintenance is canceled or not paid, Ospeon may keep the page active until the end of the already-paid period and, after that period, may suspend or remove the page, preferably after prior notice or an operational regularization period, except in cases of legal, technical, security risk, or violation of these Terms.

8.9. Cancellation of maintenance does not transfer source code, templates, systems, internal files, infrastructure, or intellectual property owned by Ospeon to the client.

9. Maintenance

9.1. The monthly maintenance fee covers continuity of the published page, hosting/operation on infrastructure controlled by Ospeon, ordinary technical maintenance, and availability of the contracted resources.

9.2. Maintenance does not include, unless separately contracted:

a) complete redesign;

b) new pages;

c) new sections outside the scope;

d) constant or unlimited content changes;

e) advanced functionality;

f) integrations;

g) ad management;

h) consulting;

i) copywriting;

j) image or video production;

k) unlimited support.

9.3. Ospeon may carry out technical changes, updates, security adjustments, improvements, scheduled maintenance, or operational modifications when necessary.

10. Usage Limits, Resources, and Price Adjustments

10.1. Maintenance and hosting of the landing page include reasonable use of the technical resources made available by Ospeon, according to the applicable package, proposal, quote, payment link, or commercial condition.

10.2. Ospeon may establish, measure, and apply internal or commercial technical limits related to traffic, data transfer, requests, page views, total page size, file or media size, analytics events, storage, processing, security, and other resources necessary for operating the service.

10.3. Included limits may vary according to the plan, package, price, contracted scope, domain used, level of customization, traffic volume, and technical needs of the client.

10.4. If the client's page, files, media, traffic, or usage exceed the applicable limits, show abnormal growth, or generate disproportionate cost, risk, or technical load, Ospeon may notify the client and propose measures such as optimization, compression, file replacement, weight reduction, technical adjustment, plan upgrade, custom engagement, additional charge, or change to future commercial conditions.

10.5. Ospeon may refuse, compress, remove, replace, limit, or request changes to files, videos, images, scripts, media, or content that are excessively large, unsafe, incompatible, harmful to performance, outside the contracted scope, or that affect the stability, security, or cost of the operation.

10.6. Normal use above commercial limits will not, by itself, result in immediate suspension without operational review, except in cases of non-payment, abuse, security risk, legal risk, technical risk, violation of these Terms, fraudulent use, attack, improper automation, or emergency.

10.7. Ospeon may change maintenance prices, recurring fees, plans, packages, or commercial conditions upon reasonable prior notice to the client. Such changes will apply only to future periods, renewals, continuation of the service, or new engagements, and not retroactively to periods already paid.

10.8. If the client does not agree with a future price or package change, they may request cancellation of maintenance through the official channels before the new condition applies, subject to the cancellation rules in these Terms.

10.9. The absence of an additional charge in a given period, temporary tolerance of usage above limits, or lack of immediate blocking does not waive Ospeon's right to apply limits, charge additional amounts, propose an upgrade, change future conditions, or protect the infrastructure.

11. Digital License and Intellectual Property

11.1. Ospeon retains ownership of its templates, code, platform, systems, methods, infrastructure, structural design, components, scripts, automations, tools, processes, know-how, and other proprietary assets.

11.2. The client receives only a limited license to use the published page while the service remains active and paid.

11.3. The engagement does not authorize the client to copy, clone, export, resell, sublicense, scrape, reverse engineer, remove identification, reuse templates, or reproduce Ospeon's structure outside the contracted service.

11.4. The client retains their rights over trademarks, logos, images, text, and proprietary materials provided to Ospeon, and remains responsible for authorization to use those materials.

11.5. Ospeon may include discreet attribution, such as "Powered by Ospeon" or equivalent, unless specifically agreed otherwise.

12. Domain

12.1. The page may be published on a domain, subdomain, or address defined according to technical availability and contracted scope.

12.2. Use of a custom domain depends on technical configuration and may require cooperation from the client.

12.3. Unless expressly agreed, the client is responsible for purchase, ownership, renewal, payment, and maintenance of their own domain.

12.4. Ospeon is not responsible for failures, expiration, blocking, propagation delays, DNS errors, or issues related to domains managed by the client or third parties.

12.5. If maintenance is canceled or suspended, Ospeon may stop serving the page on the custom domain.

12.6. Interruption of service by Ospeon does not transfer internal configurations, files, infrastructure, or publication mechanisms to the client.

13. Privacy and Data

13.1. The standard landing page does not, by default, include proprietary forms for directly collecting visitor, customer, or patient data.

13.2. The page may contain buttons or links to external services, such as WhatsApp, phone, Instagram, maps, email, or other third-party channels. These services are operated by their respective providers.

13.3. Ospeon may process technical and operational data necessary for the operation, security, analysis, and improvement of the service, such as access logs, page views, button clicks, browser, device, approximate access origin, IP, user-agent, and technical events, using, where applicable, limitation, aggregation, anonymization, or pseudonymization measures.

13.4. The client must not send sensitive data, patient data, financial data, documents, or confidential information through inappropriate channels or outside the contracted scope.

13.5. If forms, CRM, artificial intelligence, automations, booking, dashboards, or systems involving additional data processing are contracted in the future, specific terms, a privacy policy, or a

complementary agreement may be required.

14. Availability and Limitations

14.1. Ospeon will seek to keep the page available and functional, but does not guarantee uninterrupted operation, absolute absence of failures, or continuous availability.

14.2. Unavailability, delays, or failures may occur due to maintenance, external providers, domains, DNS, internet, attacks, technical failures, force majeure, updates, third-party services, or events outside Ospeon's reasonable control.

14.3. To the maximum extent permitted by applicable law, Ospeon will not be liable for lost profits, lost revenue, lost opportunities, indirect damages, expected commercial results, campaign performance, or decisions made by the client based on the page.

15. Suspension and Removal

15.1. Ospeon may suspend, remove, block, unpublish, or refuse the page, in whole or in part, in case of:

a) non-payment;

b) failed payment;

c) chargeback, reversal, or dispute;

d) violation of these Terms;

e) illegal, abusive, misleading, fraudulent, or risky content;

f) violation of third-party rights;

g) security risk;

h) regulatory or reputational risk;

i) domain issue;

j) misuse of the service;

k) legal, administrative, or judicial order.

15.2. Ospeon may act immediately when it understands there is legal, technical, reputational, security, or rights-violation risk.

16. Additional Services

16.1. Any service outside the standard landing page scope must be quoted and approved separately.

16.2. Services such as larger websites, multiple pages, CRM, artificial intelligence, ERP, automations, forms, booking, dashboards, integrations, ad management, paid traffic, copywriting, branding, systems, scripts, or custom solutions are not included by default.

17. Communications

17.1. Ospeon may use WhatsApp, email, phone, platform, payment link, or other informed channels for commercial communication, approval, support, billing, delivery of terms, notices, and operation of the service.

17.2. The client must keep their contact information up to date.

17.3. Messages, approvals, confirmations, and receipts sent through digital channels may be used as evidence of purchase, approval, delivery, and acceptance.

18. Changes to These Terms

18.1. These Terms may be updated by Ospeon.

18.2. The version in force at the time of purchase will apply to the initial purchase.

18.3. Future updates may apply to maintenance, continuation of the service, new services, or renewals, upon communication or availability by Ospeon.

19. Applicable Law

19.1. These Terms are governed by the laws of the Federative Republic of Brazil.

19.2. Any disputes should initially be handled through Ospeon's official channels, seeking an amicable solution before formal measures, except in urgent cases or where legally required.

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