

Terms of Use

The Terms of Use that govern the subscription contract of the Skedli platform.

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1.1 Supplier identification

The service is supplied by SKEDLI TECNOLOGIA LTDA, registered with the cadastro nacional da pessoa jurídica (the Brazilian registry of legal entities) under number 68.813.220/0001-78, with its head office at Rua Anízio Nogueira, 2255, apartamento 202, Jardim Porto Madero, Umuarama, Paraná, CEP 87505-590, hereinafter Skedli.

The official service channel is support@skedli.com.br. That same channel receives questions, complaints, requests for suspension, requests for cancellation and notices of withdrawal, and it confirms receipt of each one immediately and by the same means.

Skedli answers these demands within 5 days, counted from receipt.

1.2 Definitions

- **Platform:** the scheduling software supplied by Skedli, accessible by browser and by app.
 - **Organization:** the individual or legal entity that contracts the platform to manage its own schedule, and that is the adhering party to these Terms.
 - **End client:** the person served by the organization and whose bookings are managed on the platform.
 - **Member:** the natural person authorized by the organization to access its account.
 - **Automated booking:** the unit in which the plan and the packages are communicated and contracted.
 - **Allowance:** the quantity of automated bookings that the plan grants each month, without accumulating with the remaining balance.
 - **Messaging credit:** the internal accounting unit that the platform consumes for each message delivered, and that appears in the transaction statement. One automated booking consumes more than one credit.
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1.3 Subject matter

Skedli licenses to the organization the use of the scheduling platform, in a software as a service model, for the term and under the conditions contracted. The licensing does not transfer ownership, source code or any right over the platform.

The platform makes it possible to register services and professionals, publish availability, record bookings, maintain a waiting list and send booking confirmation to the end client over WhatsApp.

Sending over WhatsApp depends on the organization having its own number. The organization must hold and connect to the platform a number enabled with the WhatsApp platform, and possession of that number is the organization's. Without a connected number, the platform operates in full, and only the proactive sending of messages and the waiting list slot offer become unavailable.

Limiting clause. The platform depends on third parties that Skedli does not control. The sending of messages depends on the WhatsApp platform and on the contracted messaging provider, and payment processing depends on the payment providers. Unavailability, policy change or blocking imposed by those third parties affect enjoyment and never constitute a default by Skedli, without prejudice to the right of the organization to terminate without burden when the limitation is lasting.

1.4 Registration and account

Access requires a user account with true and current data. The organization is responsible for the acts performed under the credentials of its members and must report any unauthorized use immediately.

The organization defines which members access the account and in what role. Skedli never changes that definition on commercial initiative, and it may intervene in the account only to serve a request from the organization itself, to comply with a legal determination or to contain use that violates §1.12, always with a record and notice to the organization.

1.5 Plans, price and billing cycle

The organization contracts a plan composed of a service tier, which defines the limit of members and the monthly message allowance, and of a monthly, semiannual or annual billing cycle.

The current price of each plan and each package, with the applicable taxes, is presented in full before contracting. The contracted price is recorded at the moment of contracting and is valid for the entire paid cycle.

Before completing the contracting, the platform presents the full text of these Terms and of the Privacy Policy and a summary with the chosen plan, the total price, the cycle, the date of the first charge, the renewal rule, the index of the annual price adjustment and the limiting clauses of these Terms. The step prior to confirmation allows any data entered to be corrected.

Payment methods and recurring charges. The subscription is paid by Pix or by credit card, according to the means offered at the moment of contracting. On contracting by card, the organization authorizes the automatic charge of the cycle amount at each renewal, on the registered payment method, until it cancels as provided in §1.10.

Trial period. When the platform offers a free trial, its duration and what it includes are informed at the moment of enrollment. The trial never converts into a paid plan without express contracting, and it never generates an automatic charge at its end.

1.6 Messaging credits

The plan allowance is granted each month and expires at the end of the month, without accumulating with the remaining balance. Once the allowance is exhausted, proactive sending is suspended until a new credit entry, and there is **never** an automatic charge for excess.

Limiting clause. An exhausted balance suspends only the proactive sending of messages. Scheduling, rescheduling, cancellation, client registration and the rest of the operation continue without limit, and the end client's reply to a message already sent continues to update the schedule.

The organization may acquire one-off packages, whose price and whose quantity of

automated bookings are presented before the purchase. What was acquired in a package does not expire while the contract is in effect.

Consumption occurs with each message delivered. A message received from the end client **never** consumes balance. The transaction statement, available to the account holder and to the administrators, presents consumption in the accounting unit of messaging credit.

1.7 Confirmation of contracting and delivery of the contract

Once contracting is completed, Skedli immediately confirms receipt of the acceptance and sends to the organization, at its electronic contact address, the full version of these Terms and of the Privacy Policy accepted at that moment, in a file that allows the text to be preserved and reproduced.

Payment and the processing of the organization's data employ security mechanisms, among them an encrypted connection at every step. Full card data is processed by the payment provider and is **never** stored by Skedli.

The acceptance record keeps the identification of who accepted, the instant, the exact version of the instrument and the originating address, and the organization may obtain it at any time through the channel in §1.1.

1.8 Right of withdrawal

The organization may withdraw from the contracting within a period of 7 days counted from the contracting date, with no need for a reason, through the same electronic tool in which it contracted or through the channel in §1.1. Skedli confirms receipt of the notice of withdrawal immediately and by the same means.

Once withdrawal is exercised, the amounts paid are refunded in full and monetarily adjusted, within a period of 10 days counted from the notice of withdrawal. Where there is payment by card, Skedli immediately notifies the card administrator so that the entry does not occur or is reversed.

Withdrawal terminates, without any burden for the organization, every ancillary contract entered into with the contracting, including the packages acquired in the same act.

1.9 Price adjustment

The price is adjusted annually, on the anniversary date of the contracting, by the accumulated variation of the index declared on the contracting screen over the twelve preceding months. It is **prohibited** for Skedli to apply an index or formula different from the one contracted, and there is **never** a price adjustment with a periodicity shorter than twelve months.

Outside the annual price adjustment, Skedli may terminate by notice the current offer when the cost of the messaging input that sustains the allowance is changed by the provider. The termination by notice observes, cumulatively:

1. individual and demonstrable notice to the organization, with a minimum of 30 days in advance.
2. the new price is valid only from the first cycle started after the end of the notice, and it **never** reaches a cycle already paid. In the semiannual and annual cycles, the new price applies only at the following renewal.
3. the right of the organization to terminate without penalty and without burden until the date on which the new price would take effect, with proportional refund of what it has paid for a period not used.
4. the same right to terminate by notice is assured to the organization, on the same conditions.

1.10 Term, renewal and cancellation

The contract is in force for the contracted cycle and renews automatically for an equal period, save for a statement to the contrary by either party before the end of the current cycle.

The renewal date and the amount to be charged are available to the organization at any time on the subscription screen, and the charge is triggered automatically against the registered payment method. Stating opposition to the renewal **never** requires more advance notice than an ordinary cancellation does, which may be made up to the end of the current cycle.

The organization may cancel at any time, by the same means through which it contracted, and Skedli confirms receipt of the request immediately. The cancellation takes effect at the end of the paid cycle, and it **never** obliges the organization to keep the contract until a future date.

Once the contract is canceled, the organization becomes inactive and the data is preserved. Operational access is blocked, restricted to the payment screen and to viewing the schedule, and the organization may contract again at any moment, resuming operation over the same data. A copy of the data is requested through the channel in §1.1.

Cancellation does not erase the data. Definitive deletion occurs only when the organization itself requests it, and in that case there is a withdrawal period of 30 days before it is consummated, as provided in §2.7.

1.11 Default and suspension

The due date is a fixed date and default in payment is constituted by operation of law. If the renewal charge fails, Skedli notifies the organization and automatically reissues attempts during a collection retry window of 15 days, counted from the start of the delinquency.

During the window, operational use for creation is suspended: new times are **never** scheduled, and access is restricted to the payment screen and to viewing the schedule. The data remains intact, bookings already recorded stay visible and the end client can still cancel through the buttons of the message they have already received.

The organization may bring the account current at any moment through the payment screen, including by providing another charge method, and bringing the account current restores access immediately. This is the alternative to termination for breach, and it stays open throughout the whole window, **never** only at the end of it.

Once the window is exhausted without confirmed payment, the subscription is canceled and the organization becomes inactive, with the data preserved as provided in §1.10 and a new ***checkout*** available at any moment.

The charges declared on the payment screen accrue on the overdue amount, and **never** any other.

Limiting clause. During the suspension, bookings already recorded remain intact and visible, and the confirmations scheduled to the end client are **never** sent. The organization is responsible for notifying its clients by another means for as long as the suspension lasts.

The charging of overdue amounts **never** exposes the organization to embarrassment or

threat.

1.12 Obligations and responsibilities of the organization

The organization declares and undertakes to:

1. use the platform in accordance with the applicable legislation and these Terms.
2. obtain from the end client the authorizations necessary for sending messages, when required, and respect the requests to stop that it receives.
3. keep truthful the data that it registers, including that of end clients.
4. not use the platform for unsolicited advertising messages, unlawful content or a purpose other than the scheduling of its own appointments.
5. be answerable for the content that it registers and for the relationship with its own clients.

Failure to comply with items 3 and 4 authorizes the immediate suspension of message sending, with simultaneous notice to the organization and a period for correction before any more serious measure.

1.13 Availability, maintenance and support

Skedli employs the technical means within its reach to keep the platform available and carries out scheduled maintenance, with prior notice whenever the interruption is foreseeable.

Support is provided through the channel in §1.1, in Portuguese, on business days.

Limiting clause. Skedli does not guarantee uninterrupted availability. An interruption arising from scheduled maintenance with notice, from a fortuitous event, from force majeure or from third party failure dealt with in §1.3 never constitutes default, and the organization keeps the right to terminate without burden when the interruption extends so as to frustrate the purpose of the contract.

1.14 Limitation of liability

Limiting clause. When the organization is not a consumer as defined by law, Skedli's liability for proven losses and damages arising from this contract is limited to the total amount paid by it in the 12 months preceding the event, and it **never** reaches lost profits or indirect damage.

The limitation never reaches an organization that is a consumer. Where it is the final recipient of the service, or recognized as vulnerable in the relationship, Skedli's liability is that which the consumer protection law sets, without a cap and without exclusion, and it is **prohibited** to invoke the preceding paragraph against it.

The limitation **never** applies, under any circumstance, to damage arising from willful misconduct, from gross negligence, from a defect in the service, from a data breach attributable to Skedli or from failure to comply with a legal data protection obligation.

Skedli is **never** answerable for the relationship between the organization and the end client, for the appointment provided, for compliance with the scheduled time or for the charge that the organization makes to its own client.

1.15 Intellectual property

The platform, the code, the documentation, the trademark, the name and the visual identity are owned by Skedli or by a third party that licenses their use to it, and these Terms **never** transfer any of those rights to the organization.

The data that the organization registers remains its own. Skedli processes it to provide the service and in the cases of §2.

It is **prohibited** to copy, decompile, reproduce or exploit the platform outside the licensed use.

1.16 Data protection

The processing of personal data is governed by the Privacy Policy of §2, which forms part of these Terms.

The organization is the controller of the data of its end clients and is liable to them for what it registers. Skedli is the controller of account and subscription data and of the messaging processing that it performs, under the terms of §2.1.

1.17 Amendment of these Terms

Skedli may amend these Terms. No amendment is retroactive, and it never binds the organization before being communicated with the substance of what changed highlighted, at least 30 days before it takes effect.

Amendment that does not reduce a right of the organization. Once the notice period has elapsed, the new version comes to govern the contract.

Amendment that reduces a right of the organization or widens an obligation of it. It never binds by silence, and it depends on express acceptance. As long as the organization does not accept, it remains governed by the version it accepted, with no deadline that forces it. It is **prohibited** for Skedli to block, degrade or suspend the service already contracted because of the refusal or the absence of a response, including by an overlay that does not close without the acceptance.

The alternative to acceptance is exit without burden: termination without penalty, proportional refund of the period paid and not used, and access to its own data before the closing.

Each version receives its own identifier, and the archive of all versions, with the publication date, the effective date and the substance of what changed in each one, is public and permanent.

1.18 Governing law and venue

These Terms are governed by Brazilian law. Every operation of collection, keeping and processing of data carried out in national territory observes Brazilian legislation, even if the infrastructure is abroad.

The venue of the judicial district of Umuarama, Paraná, the domicile of Skedli, is elected to settle the controversies of these Terms. Where the organization is a consumer as defined by law, the venue of its domicile prevails, and the organization may file the claim in its own domicile regardless of this election.

1.19 Final provisions

Forbearance as to the breach of any clause never amounts to novation or waiver. The nullity

of one clause does not taint the others.

Forming part of these Terms are the Privacy Policy of §2, the summary presented at contracting and all information or advertising conveyed by Skedli about the service, which binds Skedli under the terms in which it was disseminated.

In force since August 27, 2026

Text published at <https://skedli.com.br/en/terms-of-use/>

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