Terms and Conditions of Service

Last updated: 06/07/2026

Welcome to the service provided by **Summit Collective S.L.**, located at **Avenida Diagonal 536, 08006 Barcelona, Spain**, Company Registration Number: **B21663216** and share capital: € 3.000 (hereinafter, "the Provider"). For any inquiries, our customer service team is available via email at **info@dezono.com**. By making use of our services, you acknowledge and fully accept the terms and conditions set out in this document. We strongly recommend that you review them carefully before continuing to use our services.

Acceptance and Scope of Agreement

By accessing, registering, or using this service, you acknowledge that you have read, understood, and unconditionally accept the following provisions. We recommend that you carefully review each section before continuing to use the service.

This document constitutes a legally binding contract between you and the Provider. Using the Service implies full and unreserved acceptance of these terms and any future modifications. If you do not wish to be bound by these Terms, we recommend that you immediately stop using the Portal and the Service.

Legal Basis and Jurisdiction

The interpretation, construction, and enforcement of these Terms shall be governed by the applicable law in es. To the maximum extent permitted by applicable law and without prejudice to mandatory consumer protection regulations that establish alternative statutory venues for consumers (B2C), it is agreed that for any claims, disputes, or controversies arising in connection with the Services, software, or the processing of payment methods (including credit card, Apple Pay, or Google Pay transactions), the competent court shall be the court of **Barcelona**, es. Both parties explicitly acknowledge the exclusive jurisdiction of such courts for non-consumer transactions. Pursuant to European Regulation (EU) No 524/2013, the European Commission provides an Online Dispute Resolution (ODR) platform for consumers, accessible via the official secure link at https://ec.europa.eu/consumers/odr/. This jurisdiction provision shall remain fully valid and binding even after the termination, cancellation, or expiration of your right to use this Service.

Furthermore, any processing of personal data is carried out strictly following the applicable data protection regulations, including the General Data Protection Regulation (GDPR) (EU) 2016/679 and relevant national e-commerce provisions (such as the Spanish LSSI-CE), ensuring the rights and fundamental freedoms of the user.

Service Description and Scope

The Service offers a premium digital Multi-Content Platform providing instant on-demand access to an aggregated catalog of digital entertainment, audiovisual assets, texts, media, interactive materials, and streaming contents (the "Digital Content"), optimized for secure and efficient personal consumption through your compatible web browser. This includes the Portal, web user

interfaces, digital features, and any related delivery software, configurations, or material (collectively, the "Service"). Everything is offered subject to this Agreement and other referenced documents, including those updated periodically at the Provider's absolute discretion.

By using the Service, whether as a registered user, recipient of communications, or through any access method, you enter into a legally binding contract with the Provider. If you disagree with any part of these Terms, you must refrain from using or accessing the Service immediately.

Validity of the Agreement and Registration Conditions

Access to the Service requires the creation of a personal user account. During registration, you must provide accurate, current, and complete personal information, including your name, email address, and valid payment method credentials. This data will be stored and used strictly for the internal use and technical execution of the Service, and none of the data provided by users is used for third-party commercial exploitation without explicit consent.

The Service is intended strictly for individuals of legal age (at least 18 years of age or the age of legal majority applicable in your country). By registering, you affirm and warrant that you possess the necessary legal capacity to accept these Terms and Conditions. If the Provider occasionally permits technical access to minors under strict parental supervision, the registered parent or legal guardian explicitly assumes full legal, financial, and contractual responsibility for all actions, platform usage, and payments incurred through the account. The Provider reserves the absolute right to request proof of age or identity at any time and may immediately suspend or terminate accounts that fail to comply with this verification framework.

By providing us with your data and establishing a contractual relationship, you understand that the Provider may send operational communications to your email address, including customer service-related information and transaction confirmations. Furthermore, in accordance with applicable e-commerce regulations (including Article 21.2 of the Spanish LSSI-CE), the Provider may send you commercial updates, newsletters, and offerings regarding our own similar multi-content and digital entertainment services. You maintain the absolute right to opt out of these commercial updates at any time, free of charge, by using the opt-out link provided in each email or by contacting customer support.

The Provider reserves the right to amend or modify the terms and conditions of this Agreement at any time. Such modifications may become effective immediately upon publication on our Portal or direct notification. Continued use of our Portal and/or our Services after a modification has been posted or notified to you will be deemed to constitute absolute acceptance of the modified or amended agreement. If you do not agree with the modifications made, you must stop using our Portal and our Services.

Limited License and Permitted Use

The Provider grants you a limited, personal, revocable, non-transferable, non-sublicensable, and non-exclusive license to view and access our digital content, media library, software configurations, and system protocols through our Portal, solely for personal, non-commercial entertainment purposes as outlined in these terms and conditions.

We reserve the right, in our sole and absolute discretion, to make changes to the selection, available content titles, catalog rotation, media categories, streaming formats, server configurations, and

technical architecture of our Service without prior notice. No description of the current catalog or operation of the Service should be taken as a representation or commitment to its future content availability or operation. We are always working to improve our media delivery performance and will make adjustments and license updates as necessary, which may not be fully reflected in these Terms of Use.

Fees, Billing, and Payment Methods

The cost of the Service is **$ 29.99** per 28 days. Subscription fees will be charged at the beginning of each subscription period and will automatically renew every 28 days until you decide to cancel your account in accordance with the Cancellation Policy herein. The billing date may vary in some cases, for example, if the payment method validation or tokenization fails to set up correctly. The Provider reserves the right to offer promotional campaigns. However, you explicitly acknowledge that this specific subscription plan does not include any free trial period, and the full tariff shall be billed immediately upon registration.

The payment methods offered include payment by bank card, Apple Pay, and Google Pay. Please note that the issuer or provider of the payment method (including Apple Inc., Google LLC, or your banking institution) may apply transaction fees, currency conversion rates, or related technical charges under their own independent terms. All prices quoted include taxes but do not include payment method fees or commissions. By agreeing to these Terms of Use, you represent that you will make payments with funds from legitimate sources and consent to the processing of your billing data and secure payment tokens by our integrated payment method providers and gateways for processing automated recurring billing. The payment method providers comply with the Payment Card Industry Data Security Standard (PCI DSS).

By providing a payment method, you grant the Provider (and its third-party payment processors) a continuous and explicit contract authorization to initiate recurring transactions classified as Merchant Initiated Transactions (MIT) for the applicable subscription fees, including any applicable taxes, without requiring further explicit consent or multi-factor authentication protocols for each individual renewal charge. The Provider may also periodically authorize your card or digital wallet in anticipation of future membership fees or other charges. If a recurring payment is not accepted for reasons not attributable to the Provider, we may immediately suspend your access to the premium multi-content platform and account services until a valid payment method has been successfully updated and charged. If there are any changes to your payment method information, such as the expiry date of your bank card or changes to your digital wallet tokens, you can update the information by contacting us at the following email address info@dezono.com.

To ensure the security of all our customers and mitigate fraudulent account creation, a temporary bank card or wallet verification authorization hold ranging from USD 0.00 to USD 5.00 may be applied. This amount is a temporary hold that will be automatically released or refunded to your account and is used exclusively to validate the legitimacy of the payment method. This verification process may be executed during the first 28 days after registration and at any time during the active provision of the Service. In some cases, you may be required to enter a variable verification amount or complete a 3D Secure protocol to verify your status as a legitimate and authorized account holder. Once successfully registered, you will receive a confirmation email containing your subscription details (Platform domain, price, renewal date, duration, login details, and an unsubscribe link). Charges will appear in your bank account or digital wallet statement as dezono.com.

RIGHT OF WITHDRAWAL: As a consumer, you have fourteen (14) calendar days from the date you

take out the subscription to withdraw from the contract without giving any reason.

Cancellation Procedures and Refund Policy

You may cancel your subscription at any time. To cancel your account, log into your account on the Service Portal, locate the "Cancellation" option, and access the designated cancellation link at dezono.com/contact. To complete the automated unsubscription, you must enter the email address used during the registration process, select the option "I want to unsubscribe", complete the verification Captcha, and submit the form. The cancellation will be processed automatically by the system.

Alternatively, you can contact our customer service team by sending an email to info@dezono.com. If you choose to execute your cancellation request via email, your request must be received by our team at least two (2) business days prior to your next automated renewal date to allow for necessary manual administration and data syncing. To avoid being charged for the subsequent period, you must successfully complete your cancellation protocols before the automated renewal date of each period occurs. Following cancellation, access to our Multi-Content Service will continue until the end of the paid payment period, but no statutory or mandatory refunds or credits will be given for partial or unused subscription periods.

Refund policy: As an exceptional commercial courtesy, our voluntary refund policy covers only the fee for the most recent 28-day billing period of your subscription, provided that the formal refund request is sent to info@dezono.com or submitted through our contact form at dezono.com/en/contact within twenty-five (25) calendar days of the billing date of that period. Subscription fees for all previous billing periods are non-refundable. Approved refunds will be credited to your original payment method within fifteen (15) business days. The decision to grant such refunds, as well as their form and final amount, is entirely subject to our technical assessment and system usage metrics, and any one-off approval shall not constitute an obligation, precedent or binding practice for future or unrelated cases.

We reserve the right to deny refund requests if there is technical evidence that you have abused our digital protocol, system bandwidth, or subscription plan. For instance, if you have subscribed multiple times (more than once) within the 12 months before the refund request, only one refund will be granted for the total number of subscriptions made during that period.

Right of Termination and Security Measures

The Provider reserves the absolute right to terminate, suspend, or restrict your use of our Multi-Content Service and block your access to our content catalog at any time, without prior notice and without liability, for any reason we deem necessary, including but not limited to, suspected system abuse, automated scraping, content piracy, systemic chargeback abuse, or platform degradation caused by your account. If you wish to submit a complaint regarding an operational aspect, send an email to info@dezono.com, providing a brief description of the technical reasons. We undertake to review all complaints within 14 working days.

Fraud and unauthorized use: If you identify any charges on your account that you do not recognize, we will investigate the transaction. Full refunds will be issued strictly if the unauthorized use is verified and did not involve your validated authentication security protocols (including but not limited to 3D Secure, FaceID, TouchID, or localized mobile banking app confirmation). Any

termination or suspension action results in the immediate revocation of all licenses, access, and rights granted under this Agreement, and the Provider shall not be obligated to maintain or provide copies of any technical or account configuration data stored in our database relating to your account.

User Obligations and Responsibilities

To ensure proper, legal, and secure use of the Service, the user strictly agrees and binds themselves to the following obligations:

1. To use the Provider's Services, platform interfaces, and server configurations following the rights of third parties, including patents, trademarks, trade secrets, copyrights, privacy, publicity, and other proprietary or digital rights.
2. Not to access the Portal or use the Provider's infrastructure in ways not authorized by the Provider, including using custom scraping scripts, bots, stream-rippers, extraction tools, or technical means to access, index, map, capture, or link to the Provider's digital content catalog or server nodes without express permission. This also includes avoiding the removal, disabling, overriding, or circumvention of digital rights management (DRM) protections, encryption layers, firewall access control mechanisms, or server token keys designed to prevent unauthorized reproduction, streaming, access, or distribution of the Provider Services and Digital Content.
3. Not to run automated content extraction tools, network scanning tools, automated vulnerability detectors, port mappers, or automated traffic-generation scripts designed to test, strain, or map the technical vulnerabilities of our content delivery systems and internal server nodes.
4. Not to introduce viruses, trojans, worms, logic bombs, or other malicious computer code that may interrupt, destroy, compromise, or limit the functionality of the delivery software, streaming hardware, or telecommunications equipment related to the Provider's nodes.
5. Not to damage, disable, overload, alter, or otherwise gain unauthorized root access to Provider's Services, including its backend servers, network routing infrastructure, physical datacenters, or other user accounts.
6. Not to suppress, modify, disable, block, obscure, or interfere in any way with any user interfaces, system notifications, or security alerts related to the Provider's Services.
7. Not to use the Provider's network infrastructure to advertise, resell access, redistribute content streams, host media feeds, or promote commercial telecommunication or content distribution services that have not been expressly approved in advance in writing by the Provider.
8. Not to collect or harvest personal information or log information of other platform users in violation of the Supplier's Privacy Policy.
9. Not to use the digital streaming access or Multi-Content Service to transmit, download, or promote conduct that constitutes a criminal offense, violates applicable cybersecurity or intellectual property laws, distributes illegal content, or gives rise to civil, administrative, or criminal liability.
10. Not to violate these Terms and Conditions, acceptable use policies, or any digital guidelines issued by the Provider.
11. Not to interfere with other users' streaming stability, connection quality, and fair enjoyment of the Provider's Services.
12. Not to disclose, share, or compromise the strict confidentiality of account credentials, profile access, or tokenizations under any circumstances, being exclusively responsible for all activities occurring under your platform profile. Account sharing or transferring credentials to

third parties is strictly prohibited.

13. Not to use Virtual Private Networks (VPNs), external proxies, or other geographic location obfuscation tools to intentionally misrepresent your country of residence, fake your localized network location for pricing modifications, or bypass geographical content restrictions established on the platform.

We remind you that you accept the following conditions: to utilize the digital library, streaming platform, and system interfaces exclusively for personal and private secure consumption, without direct or indirect commercial resale purposes. You may not encourage or assist others to duplicate, reproduce, record, loan, rent, broadcast, redistribute, or commercially exploit our access keys, content feeds, or access credentials. Any breach of the restrictions and obligations set forth in this section shall entitle the Provider to immediately terminate the account with cause, resulting in the immediate forfeiture of any remaining subscription access and any right to a refund.

Suspension, Modifications, and Force Majeure

The Provider reserves the right, at its technical or operational discretion, to modify, suspend, upgrade, or discontinue temporarily or permanently all or part of the Provider's Services, including specific content categories, catalog items, and technical access methods, with respect to all or part of the users, without prior notice. This decision is at our entire discretion and we shall not be liable for any modification, downtime, catalog rotation, server suspension, or discontinuance of the Provider Services. If a suspension or permanent discontinuation of the Service occurs due to a material breach of these Terms by the user, no refund, credit, or compensation of any kind shall be provided.

In the event of a Force Majeure event—which includes, but is not limited to, natural disasters, conflicts, strikes, cyberattacks (such as DDoS), government mandates, ransomware epidemics, upstream CDN or transit provider routing failure, disruptions in connectivity from tier-1 infrastructure providers, or any other extraordinary event beyond the reasonable control of the Provider—the Provider shall be fully exempt from any liability, performance failures, or service degradation during the entire duration of the affected period. Normal service performance will resume as soon as reasonably practicable once the event ceases.

Intellectual Property and Trademarks

All software code, digital assets, catalog content, streaming system architecture, user interfaces, documentation, and digital designs available on the Portal are the exclusive property of the Provider, either directly or through agreements with third parties, protected under international copyright, trademark, and intellectual property treaties. Your limited license to access the platform does not transfer any ownership, titles, or proprietary rights to you. Any unauthorized extraction, copying, reverse-engineering, decompilation, distribution, transformation, public exhibition, or exploitation of these elements without the express prior written consent of an authorized representative of the Provider is strictly prohibited. Third-party licensors have the right to enforce relevant provisions directly against you.

References to External Websites

The Service may feature links, integrations, or redirections to third-party portals, payment nodes, or

external websites provided solely for your logistical convenience. The Provider exerts no control over, does not endorse, and assumes absolutely no administrative, legal, or financial responsibility for the operational uptime, content, privacy policies, safety, or transactional practices of such external platforms. Any damage, loss, or security compromise resulting from your interaction with third-party sites remains exclusively your risk and responsibility.

Website Hosting and Accommodation

In compliance with current regulations on information society services, the following information regarding the hosting service provider for this domain is provided:

Service Provider: OVH SAS

Commercial Register: Registered with the RCS of Lille Métropole under number 424 761 419 00045

APE Code: 2620Z

VAT Number: FR 22 424 761 419

Registered Office: 2 rue Kellermann - 59100 Roubaix - France

Contact Phone: +34 91 758 34 77

Corporate Structure and Liability

OVH SAS operates as a subsidiary of the company OVH GROUPE SA, an entity registered with the RCS of Lille under number 537 407 926, located at 2, rue Kellermann, 59100 Roubaix.

Limitation of Warranties and Disclaimers

To the maximum extent permitted by applicable law, including relevant consumer regulations, the Service is provided on an "as is" and "as available" basis, without warranties of any kind, whether express, statutory, or implied. Except for statutory guarantees of conformity regarding digital services that cannot be legally excluded under mandatory consumer legislation, the Provider and its affiliates expressly disclaim all other warranties, including but not limited to implied warranties of merchantability, fitness for a specific purpose, continuous operational uptime, continuous buffering-free experience, absolute security, or error-free performance. The transmission, streaming, or temporary authorized buffering of any digital material through the Service is done under the ultimate responsibility of the user.

Failure by the Provider to act against prior breaches or take action concerning a breach by it or others shall under no circumstances be construed as a waiver of legal actions against future or ongoing violations.

Additional Provisions and Dispute Resolution

This agreement, along with the Privacy Policy, Cookies Policy, and specific transaction forms, represents the entire legal understanding agreed between the user and the Provider, replacing any

prior agreement, whether oral or written. No modification will be valid unless made in writing and published or signed by an authorized representative of the Provider. The user may not assign or transfer their rights or obligations under this agreement without the express consent of the Provider. The Provider may freely assign its rights and obligations under this contract to any affiliate or successor entity without requiring user consent.

The section headings in these General Terms and Conditions are provided for convenience only and have no legal or contractual effect.

It is established and agreed that no joint venture, partnership, employment, or agency relationship exists between you and the Provider as a result of this Agreement.

You agree to indemnify, defend, and hold harmless Provider from any third-party claim, demand, liability, administrative fine, or damage, including reasonable attorneys' fees and legal costs, arising out of your unlawful use of the multi-content platform, your actions with the accessed digital content, or your breach of these terms.

If any provision of this Agreement is held invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall be severed or modified to the minimum extent necessary, and the remaining provisions shall remain in full force and effect.

A printed version of this agreement shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents created and maintained in printed form.

Contact and Support

If you have any questions, operational comments, technical inquiries, or need transactional assistance regarding your subscription billing, please contact our dedicated customer support team exclusively via email at **info@dezono.com**. We are committed to providing you with personalized assistance and addressing any concerns within a reasonable operational timeframe.

To access and use our Services, your device must meet the minimum technical requirements of the Portal, such as having an active, stable Internet connection and a compatible, updated operating system or web browser.

During the time you use our Services, you will be supported by our customer service. This service includes assistance with your use of our Services and technical intervention to resolve problems related to your streaming playback, content access, or account management. In addition, we will make updates, catalog rotations, technical upgrades, security patches, and revisions to the Portal and streaming services as we deem necessary to improve your experience (collectively, "Customer Services"). You may submit inquiries or technical tickets to our Customer Service team 24 hours a day, 7 days a week, via email, and our team will make all reasonable efforts to process and investigate your request within regular operating schedules. Please note that you may need to purchase additional equipment or services from third parties, such as data plans from your internet service provider, to take full advantage of our network support. We are not obligated to offer any other assistance, hardware support, local network maintenance, or other services, or to provide assistance in other formats, such as in-person visits. If we decide at our discretion to offer additional technical assistance, it will be subject to the terms and conditions outlined in this document.

Thank you for choosing our platform. Your security, privacy, and user satisfaction remain our highest corporate priorities.