

## RECONZO POLICIES

**Effective Date:** 1<sup>st</sup> May 2025

Welcome to Reconzo! These Policy Terms of Service ("Terms") govern your access to and use of the Reconzo platform, services, and related offerings (collectively, the "Platform") provided by Reweave Ecom Solutions Pvt. Ltd. ("Reconzo," "we," or "us").

By accessing or using the Platform, you ("Customer," "you," or "User") agree to be bound by these Terms and any other legal notices or policies referenced herein.

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### RECONZO PRIVACY POLICY

**Effective Date:** 1<sup>st</sup> May 2025

Reconzo is committed to protecting your privacy and handling your personal data responsibly. This Privacy Policy explains what information we collect, how we use it, and your rights.

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#### 1. Information We Collect

- **Personal Data:** Name, email, phone number, payment details, account credentials.
  - **Usage Data:** IP address, browser type, device information, usage logs.
  - **Cookies and Tracking:** Information stored via cookies to improve experience and analytics.
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#### 2. How We Use Your Information

- Provide, operate, and maintain the Platform and services.
  - Process payments and manage billing.
  - Communicate updates, changes, and customer support.
  - Improve Platform features and security.
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#### 3. Sharing and Disclosure

- With trusted third-party service providers (e.g., payment processors, hosting).
  - To comply with legal obligations or court orders.
  - In the event of business transfer (merger, acquisition).
  - We never sell your personal data.
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#### 4. Data Security

- We use industry-standard security technologies and procedures to protect your data.
  - Data is encrypted in transit (SSL).
  - However, no method of transmission over the Internet is 100% secure.
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## 5. Data Retention

- We retain your personal data only as long as necessary to provide services or comply with legal obligations.
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## 6. Your Rights

- Access, correct, or delete your personal data.
- Object to or restrict processing.
- Withdraw consent at any time where processing is consent-based.

Requests can be made by contacting: [hello@reconzo.com](mailto:hello@reconzo.com)

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## 7. Cookies

- Our site uses cookies to enhance user experience and collect analytics.
  - You can manage cookie preferences via your browser settings.
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## 8. Changes to Privacy Policy

- We may update this Policy. Updates will be posted on the website with an effective date.
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## RECONZO NO REFUNDS POLICY

All subscription and service fees paid to Reconzo are **non-refundable**.

Cancellation requests must be submitted at least **30 days** prior to the next billing cycle to avoid future charges.

No refunds or credits will be provided for partial months, unused services, or early termination.

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## RECONZO COOKIE POLICY

We use cookies to provide better user experience and analyze site traffic.

By continuing to use our website, you consent to our use of cookies.

You can disable cookies via your browser settings, but some features of the Platform may not function properly.

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## RECONZO ACCEPTABLE USE POLICY

Users agree to not use the Platform to:

- Transmit or distribute harmful software or viruses.
- Violate any applicable laws or third-party rights.
- Upload or share unlawful, offensive, or inappropriate content.
- Engage in unauthorized access or activities detrimental to Platform integrity.

Reconzo reserves the right to suspend or terminate accounts violating these rules.

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## PAYMENT GATEWAY DISCLAIMER

### Payment Processing and Third-Party Services

1. **Third-Party Payment Processors:**

Reconzo uses third-party payment gateways such as **Stripe, Razorpay** and others to securely process payments. By making payments through these gateways, you agree to comply with their terms and conditions, privacy policies, and security standards.

2. **Data Handling:**

Reconzo does not store your full payment card information. All payment data is handled and secured directly by the payment gateway providers under their respective security and compliance frameworks (e.g., PCI DSS).

3. **Transaction Issues:**

If you experience issues with payments, refunds, or disputes related to transactions processed via Stripe, Razorpay, or any other gateway, you may need to contact the respective payment provider directly. Reconzo will assist where possible but is not responsible for payment processing failures beyond its control.

4. **Refunds and Chargebacks:**

Our **No Refund** policy applies regardless of payment gateway policies. Chargebacks initiated with the payment gateway may result in suspension or termination of your account and additional fees as allowed by law.

5. **Fees and Taxes:**

Any additional fees charged by payment gateways or applicable taxes are your responsibility.

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### API Usage Disclaimer

### API Access and Use

1. **API Access:**

Reconzo provides API access to customers for integration and automation purposes. API credentials are issued per authorized user and must be kept confidential.

2. **Use at Your Own Risk:**

While we strive to maintain API uptime and data accuracy, Reconzo provides APIs “as is” without warranties of any kind. We do not guarantee uninterrupted or error-free API service.

3. **Limits and Restrictions:**

API usage is subject to rate limits, quotas, and usage policies detailed in your Agreement or API documentation. Excessive or abusive usage may lead to throttling or suspension of API access.

4. **Data Security and Privacy:**

You are responsible for securing your API keys and ensuring that data accessed via the API complies with applicable privacy and data protection laws.

5. **Indemnification:**

You agree to indemnify and hold Reconzo harmless from any claims, damages, or losses arising from your API usage, including misuse or unauthorized access.

6. **Changes to APIs:**

Reconzo reserves the right to modify or discontinue API services. We are not liable for any damages resulting from changes or discontinuation.

**Contact Us**

You may contact us using the information below:

Merchant Legal entity name: REWEAVE ECOM SOLUTIONS PRIVATE LIMITED

Registered Address: Plot No 65, Sector-44 Gurgaon HARYANA 122003

E-Mail ID: [hello@reconzo.com](mailto:hello@reconzo.com)