CANCELLATION POLICY

YESDAY CANCELLATION POLICY

Version 3.2 · Last updated: 11/26/2026

This is a translation of the Brazilian Portuguese version of this Policy. In case of any discrepancy, the Portuguese version prevails.

1. Purpose and scope

1.1. This Cancellation Policy explains how to cancel the purchase of a digital invitation from YESDAY, hereinafter "YESDAY", and in which situations a refund is given. It complements Section 8 of the YESDAY Terms of Use.

1.2. Nothing in this Policy limits rights guaranteed by Brazilian Law No. 8,078/1990 (Consumer Protection Code, "CDC") and Decree No. 7,962/2013. Users residing in other countries keep the non-waivable rights provided by local consumer law.

2. Before payment

2.1. The user can view the designs, customize the Invitation and give up at any time before completing payment, without any charge. The draft can be deleted in the Invitation settings or by deleting the account.

2.2. If the payment is declined, expires or is not confirmed, no charge is made and the Invitation links are not released.

3. Right of withdrawal

3.1. The user may withdraw from the purchase within 7 (seven) days from payment confirmation, without having to give a reason, with a full refund of the amount paid, under article 49 of the CDC and article 5 of Decree No. 7,962/2013.

- **a)** How to request: by email at hello@yesday.love or on WhatsApp at +55 11 5254-1026, stating the account email;
- **b)** Confirmation: YESDAY will immediately confirm receipt of the request;
- **c)** Effects: the Invitation links and the guests' personal links will be deactivated. On withdrawal from a purchase of Additional Personal links, only the links exceeding the remaining number will be deactivated, under Section 8 of the Terms of Use;
- **d)** Refund: through the same payment method. For cards, the refund is requested from Stripe and appears on the statement according to the issuer's timeline; for PIX, the amount is returned to the source account by Stripe.

4. Refunds after the withdrawal period

4.1. Once the 7 (seven) day period has ended, a refund will be given in the following situations:

- **a)** duplicate charge or a charge in an amount different from the one shown at checkout;

b) a failure attributable to YESDAY that prevents publishing or accessing the Invitation and is not fixed after the user reports it. In this case, the user may choose between the service being fixed, a refund of the amount paid or a proportional price reduction, under article 20 of the CDC;

c) other cases provided by law.

4.2. Outside these situations, giving up after the withdrawal period, not using the Invitation or a change of preference do not give the right to a refund, because the digital service has already been made available to the user.

5. Postponement or cancellation of the event

a) Postponement: the user can update the Event date in the Dashboard or ask support for help. The 90 (ninety) day availability period starts counting from the new date, as set out in Section 9 of the Terms of Use;

b) Cancellation of the event: within the withdrawal period, Section 3 applies. After it, cancelling the event does not, by itself, give the right to a refund. Exceptional situations may be reviewed individually by YESDAY.

6. How to request

6.1. Outside the right of withdrawal, cancellation or refund requests must be sent to hello@yesday.love with the following information:

a) name of the purchaser and the email used on the account;

b) identification of the Invitation or proof of payment, when available;

c) description of the reason, with screenshots or other elements that help the review.

6.2. YESDAY will respond within 5 (five) days, under article 4, sole paragraph, of Decree No. 7,962/2013. Once the refund is approved, it will be requested from the payment institution within the same period, and the time for the amount to reach the user will depend on the bank or card issuer.

7. Closure after the event

7.1. The Invitation is available until 90 (ninety) days after the Event date and may be deactivated automatically after that period, as set out in Section 9 of the Terms of Use. Regular deactivation, disclosed before the purchase, does not give the right to a refund.

8. Cancellation by YESDAY

8.1. YESDAY may deactivate the Invitation and the account in case of violation of the Terms of Use, such as fraud, scams or publication of unlawful content, informing the user of the reason, subject to applicable law.

8.2. If YESDAY ceases its activities or stops offering the service before the end of the availability period of a paid Invitation, it will notify the user by email reasonably in advance and refund the amount proportional to the unused period, paid for the Invitation and for the additional services linked to it.

9. Contact

a) Email: hello@yesday.love;

b) WhatsApp: +55 11 5254-1026;

c) Address: Rua Engenheiro Antônio Faggion, 125, CEP 04757-010, São Paulo/SP.

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