

# Extravio by Extraivio

## LLC | 2025

### Terms & Conditions Policy - 3/5/2025

Welcome to Extravio by Extraivio LLC. This Terms and Conditions Policy outlines the rules and regulations governing the use of our services. By accessing our website, you agree to comply with these terms, which are intended to ensure a fair and secure experience for all users. We recommend that you read this policy thoroughly to clearly understand your rights while using our services.

[Extravio Full Terms and Policies](#)

# Website owner, the offering, and binding of Terms

This website is owned and operated by *Extraivio LLC*. These Terms set forth the terms and conditions under which you may use our website and services as offered by us. This website offers visitors/members a multi-vendor marketplace as well as a community forum/groups. By accessing or using the website of our service, you approve that you have read, understood, and agree to be bound by these Terms.

## Who can use our website; what are the requirements to create an account

In order to use our website and/or receive our services, you must be at least 18 years of age, or of the legal age of majority in your jurisdiction, and possess the legal authority, right and freedom to enter into these Terms as a binding agreement. You are not allowed to use this website and/or receive services if doing so is prohibited in your country or under any law or regulation

applicable to you.

To create an account on Extravio, users must meet the following requirements: (i) provide a valid email address for registration and communication purposes, and (ii) read, understand, and agree to be bound by our Terms and Conditions Policy. By creating an account, you acknowledge that you have the legal capacity to enter into this agreement and that the information you provide is accurate and up to date. Failure to comply with these requirements may result in the suspension or termination of your account.

## Key commercial Terms offered to clients

When buying an item/service, you agree that: (i) you are responsible for reading the full item listing before making a commitment to buy it: (ii) you enter into a legally binding contract to purchase an item/service when you commit to buy said item/service and you complete the check-out payment process.

The prices we charge for using our services / for our products are listed on the website. We reserve the right to change our prices for products displayed at any time, and to correct pricing errors that may inadvertently occur.

Additional information about pricing and sales tax is available on the payments page.

The fee for the services and any other charges you may incur in connection with your use of the service, such as taxes and possible transaction fees, will be charged on a monthly basis to your payment method.

Subscription fees are non-refundable except where required by law. Users are responsible for canceling their subscription before renewal to avoid future charges.

## Return and refund policy

For any undamaged physical product, simply return it with its included accessories and packaging along with the original receipt (or gift receipt) within 14 days of the date you receive the product, and we will exchange it or offer a refund based upon the original payment method. In addition, please

note the following: (i) Products can be returned only in the country in which they were originally purchased; and (ii) the following products are not eligible for return: n/a (as of 3/5/25).

For digital products, online services, or subscriptions, refunds are generally not available once the service has been accessed or utilized. However, if you experience technical issues preventing the use of the service, please contact support within 7 days of purchase for resolution or a potential refund at our discretion.

Vendors/providers on Extravio may establish their own return and refund policies for their products and services. Users purchasing from third-party vendors should review the respective seller's refund policy before making a purchase. Extravio LLC is not responsible for disputes or issues arising from third-party seller policies; however, we may assist in dispute mediation at our discretion.

## Retention of right to change offering

We may, without prior notice, change the services; stop providing the services or any features of the services we offer; or create limits for the services. We

may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.

## Warranties & responsibility for services and products

When we receive a valid warranty claim for a product purchased from us, we will either repair the relevant defect or replace the product. If we are unable to repair or replace the product within a reasonable time, the customer will be entitled to a full refund upon the prompt return of the product to us. We will pay for shipment of repaired or replaced products to customer and customer will be responsible for return shipment of the product to us.

## Ownership of intellectual property, copyrights and logos

The Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service



## Right to suspend or cancel user account

We may permanently or temporarily terminate or suspend your access to the service without notice and liability for any reason, including if in our sole determination you violate any provision of these Terms or any applicable law or regulations. You may discontinue use and request to cancel your account and/or any services at any time. Notwithstanding anything to the contrary in the foregoing, with respect to automatically-renewed subscriptions to paid services, such subscriptions will be discontinued only upon the expiration of the respective period for which you have already made payment

## Indemnification

You agree to indemnify and hold Extraivio LLC harmless from any demands, loss, liability, claims or expenses (including attorneys' fees), made against them by any third party due to, or arising out of, or in connection with your use of the website or any of the services offered on the website.

## Limitation of liability



To the maximum extent permitted by applicable law, in no event shall Extraivio LLC, be liable for any indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation, damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the service.

To the maximum extent permitted by applicable law, Extraivio LLC assumes no liability or responsibility for any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; and (iii) any unauthorized access to or use of our secure servers and/or any and all personal information stored therein.

## Right to change and modify Terms

We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review these page periodically. When we change the Terms in a material manner, we will notify you that material changes have been made to the Terms. Your continued use of the Website or our service after any such change constitutes your acceptance of the new

Terms. If you do not agree to any of these terms or any future version of the Terms, do not use or access (or continue to access) the website or the service.

## Promotional emails and content

You agree to receive from time to time promotional messages and materials from us, by mail, email or any other contact form you may provide us with (including your phone number for calls or text messages). If you don't want to receive such promotional materials or notices – please just notify us at any time.

## Preference of law and dispute resolution

These Terms, the rights and remedies provided hereunder, and any and all claims and disputes related hereto and/or to the services, shall be governed by, construed under and enforced in all respects solely and exclusively in accordance with the internal substantive laws of the United States of America / therein the state of Virginia, without respect to its conflict of laws principles. Any and all such claims and disputes shall be brought in, and you hereby consent to them being decided exclusively by a court of competent

jurisdiction located in Fairfax, Va. The application of the United Nations Convention of Contracts for the International Sale of Goods is hereby expressly excluded.

## Promotional Emails & Marketing (Opt-Out Clarity)

If you wish to opt out of receiving promotional emails, you may do so by clicking the 'unsubscribe' link in any email, adjusting your account settings, or contacting us at [fen@extravio.net](mailto:fen@extravio.net). Please note that we may still send essential account-related emails, such as security updates or service notifications.

## Virginia-Specific Legal Compliance (Consumer Protection & Dispute Resolution Clarity)

If any provision of these Terms is found to be unenforceable under Virginia law, such provision shall be modified to the minimum extent necessary to comply with applicable law while maintaining the original intent of the agreement. All disputes shall be resolved under the laws of Virginia, and users waive any objection to jurisdiction in Virginia courts.

## Customer support details & contact info

[Contact Us](#)

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