

Terms and Conditions of Service

Last updated: 15/10/2026

Welcome to the service provided by **Better Inversiones y Consultores S.L.**, located at **Calle Princesa 2 Planta 6, Puerta 6 Madrid 28008**, Company Registration Number (NIF/CIF): **B56516784** and share capital: € 3.000 (hereinafter, "the Provider"). For any inquiries, our customer service team is available via email at **info@vimioz.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 the Agreement

By accessing, registering, or using this web 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, scope, 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, the software, or the processing of payment methods (including transactions via bank card, Apple Pay, or Google Pay), the competent court shall be the court of **Madrid**, es. Both parties explicitly acknowledge the exclusive jurisdiction of such courts for non-consumer (B2B) transactions. Pursuant to European Regulation (EU) No 524/2013, the European Commission provides an Online Dispute Resolution (ODR) platform accessible via the official link at <https://ec.europa.eu/consumers/odr/>. This jurisdictional provision shall remain fully valid and binding even after the termination of your right to use the Service.

Furthermore, any processing of personal data is carried out strictly following the applicable regulations, including the General Data Protection Regulation (GDPR) (EU) 2016/679 and the Spanish Law 34/2002 on Information Society Services and Electronic Commerce (LSSI-CE), ensuring the rights 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 entertainment, media, interactive materials, and streaming contents (the "Digital Content"), optimized for personal consumption through a compatible web browser. This includes the Portal and any related digital features or delivery software (collectively, the "Service").

Everything is offered subject to this Agreement. By using the Service, you enter into a legally binding contract with the Provider. If you disagree, you must refrain from using the Service.

Validity of the Agreement and Registration Conditions

Access to the Service requires the creation of an account by providing accurate, current, and complete information, including your email address and credentials for a valid payment method. These data will be used strictly for the technical execution of the Service.

The Service is strictly intended for individuals of legal age (at least 18 years old). By registering, you affirm and warrant that you possess the necessary legal capacity. The Provider reserves the absolute right to request proof of age and to immediately suspend accounts that fail to comply with this verification.

In accordance with applicable electronic commerce regulations (Art. 21.2 of the LSSI-CE), the Provider may send you operational communications, as well as commercial updates or offers regarding our own similar services. You maintain the absolute right to opt out of receiving these commercial communications at any time, free of charge, via the link provided in each email or by contacting support.

The Provider reserves the right to modify these terms at any time, which will become effective upon publication. Continued use of the Portal will constitute your acceptance.

Limited License and Permitted Use

The Provider grants you a limited, personal, revocable, non-transferable, non-sublicensable, and non-exclusive license to access our digital content through our Portal, solely and exclusively for personal, non-commercial entertainment purposes.

We reserve the right to modify the content selection, catalog rotation, and technical architecture without prior notice. No description of the current catalog constitutes a commitment to its future availability.

Rates, Billing, Promotional Campaigns, and Payment Methods

The cost of the Service may vary depending on your geographical area or the selected commercial offer. You can check the base price and the always-updated rate table at the following link: <https://vimioz.com/es/precio>.

By completing the registration, you explicitly authorize the activation of a recurring billing cycle. Your subscription will automatically renew on a periodic basis, according to the contracted cycle, until you cancel your account in accordance with the Cancellation Policy contained herein.

The Provider reserves the right to carry out promotional campaigns that include free trial periods or reduced initial rates. If you enroll in a promotion or trial period, you must formally cancel before the expiration of said period to avoid the automatic charge of the full subscription fee, which will be billed immediately upon the end of the trial. From that moment on, subscription fees will be

automatically billed at the beginning of each recurring period according to the contracted cycle.

Payment Methods and Recurring Charge Authorization (MIT): Payments will be processed via bank card (credit or debit), Apple Pay, or Google Pay. The payment method issuer or banking entity may apply additional commissions or management fees that must be verified directly with your financial institution. All stated prices include legally applicable taxes, but do not include potential commissions or surcharges associated with the payment method which are outside the Provider's control.

By accepting these conditions, you expressly declare that the funds used are of legitimate origin and authorize the transmission and processing of your data by the payment method provider and integrated gateways, entities that strictly comply with the Payment Card Industry Data Security Standard (PCI DSS). Furthermore, you grant the Provider a continuous contractual authorization to initiate recurring transactions classified as Merchant Initiated Transactions (MIT) for the amount of the contracted recurring fee and applicable taxes, without the need for additional Strong Customer Authentication (SCA) upon each periodic renewal. Charges will appear identified on your bank or digital wallet statement under the descriptor: .

The Provider reserves the right to modify the rates or introduce new charges, notifying you of such changes with reasonable advance notice via email to the address provided during registration, granting you the right to cancel the service without penalty before the new rate comes into effect.

Temporary Verification Holds: To prevent fraudulent registrations and validate the authenticity of the payment method, the system may apply a temporary authorization hold for an amount between USD 0.00 and USD 5.00. This amount constitutes a temporary block that does not entail an actual charge and will be automatically released or refunded by your banking entity. During the registration process, you may be required to successfully pass 3D Secure authentication protocols.

EXPRESS WAIVER OF THE STATUTORY RIGHT OF WITHDRAWAL: In accordance with European Union regulations and Article 103(m) of the Royal Legislative Decree 1/2007 (TRLGDCU) regarding the supply of digital content not supplied on a tangible medium, by completing the registration and initiating the service or trial period, you expressly request and provide your prior consent for the immediate execution of the Service to begin. **You expressly acknowledge, understand, and agree that you definitively and irrevocably lose your 14-calendar-day statutory right of withdrawal once access to the platform, the digital catalog, or the contents has commenced.**

Cancellation Procedures and Refund Policy

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

Alternatively, you can contact us by sending an email to info@vimioz.com. If you choose this manual method, your request must be received by our team at least two (2) business days prior to your next renewal date to allow for administrative synchronization. Following cancellation, access to the Service will continue until the end of the already paid period, without prorated refunds.

Refunds are not accepted by default: Subject to your express waiver of the right of withdrawal,

all recurring payments made are final and non-refundable. As an exceptional commercial courtesy, our voluntary refund policy exclusively covers the fee corresponding to the most recent recurring billing period, provided it is formally requested to info@vimioz.com within twenty-five (25) calendar days following the billing date of said period. Subscription fees for older periods are absolutely non-refundable under any circumstances. Approved refunds will be credited back to the original payment method within 15 business days. The decision to grant such a benefit remains subject to our technical evaluation and does not constitute a binding precedent for the future.

We reserve the right to deny refund requests if there is technical evidence of system abuse. For example, if you have subscribed on multiple occasions (more than once) within the 12 months prior to the 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 the Service and block your access at any time, without prior notice or liability, for technical reasons, suspected fraud, automated scraping, piracy, or systemic chargeback abuse. If you identify any charge on your account that you do not recognize, we will investigate the transaction. Refunds for fraud will only be issued if unauthorized use is verified and if it did not involve security authentication protocols validated by you (such as 3D Secure, FaceID, or your banking app confirmation).

User Obligations and Responsibilities

To ensure a legal and safe use of the Service, the user strictly binds themselves to:

1. Use the Service respecting the rights of third parties, including intellectual property and copyrights.
2. Not access the Provider's infrastructure using custom scripts (scraping), bots, stream-rippers, or unauthorized technical means to capture or link to the catalog. Circumventing digital rights management (DRM) protections or firewalls is strictly prohibited.
3. Not execute network scanning tools, vulnerability detectors, or traffic generators against our servers.
4. Not introduce viruses, trojans, or malicious computer code.
5. Not damage, overload, or attempt to gain unauthorized (root) access to the servers.
6. Not suppress or interfere with the Service's interfaces or security notifications.
7. Not use the Provider's network to resell access, redistribute content, or host broadcasts.
8. Not collect personal information of other users in violation of the Privacy Policy.
9. Not use the Service to transmit illegal content or incur civil or criminal liability.
10. Not violate these Terms or the Provider's acceptable use policies.
11. Not interfere with the connection stability of other users.
12. Not disclose, share, or compromise the confidentiality of the account credentials. **Sharing the account with third parties is strictly prohibited.**
13. **Not use Virtual Private Networks (VPNs), external proxies, or other location obfuscation tools to intentionally misrepresent your country of residence, spoof your network location to obtain pricing modifications, or bypass geographical content restrictions.**

Any breach will entitle the Provider to immediately terminate the account with justified cause,

forfeiting any remaining access and without any right to a refund.

Suspension, Modifications, and Force Majeure

The Provider may modify or partially or totally suspend the Service for operational technical reasons, without prior notice. In the event of suspension due to a breach of these Terms by the user, there shall be no right to compensation.

In the event of a Force Majeure event (disasters, strikes, DDoS cyberattacks, government mandates, infrastructure provider interruptions), the Provider shall be exempt from any liability or performance failure for the duration of the event.

Intellectual Property and Trademarks

All code, assets, catalog content, streaming architecture, and interfaces are the exclusive property of the Provider or its licensors. Your license does not transfer any ownership to you. Extraction, reverse engineering, transformation, or public exhibition without express written authorization is prohibited.

References to External Websites

The Service may include links or redirections to third-party portals or payment nodes for convenience. The Provider assumes no legal or financial responsibility for the content, security, or policies of such external sites.

Website Hosting and Accommodation

In compliance with regulations on information society services (LSSI-CE), the following information regarding the hosting provider is provided:

Service Provider: OVH SAS

Commercial Register: RCS Lille Métropole 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

OVH SAS operates as a subsidiary of OVH GROUPE SA (RCS Lille 537 407 926).

Limitation of Warranties and Disclaimers

To the maximum extent permitted by law, the Service is provided "as is" and "as available". The Provider expressly disclaims implied warranties of merchantability, uninterrupted uptime (buffering-free), or error-free performance. The transmission and temporary reproduction of digital material is done under the exclusive responsibility of the user.

The failure of the Provider to act against a prior breach shall not be construed as a waiver of future legal actions.

Additional Provisions and Dispute Resolution

This contract, along with the Privacy and Cookies Policies, constitutes the entire agreement. You may not assign your rights without the Provider's consent. There is no agency or joint venture relationship. You agree to indemnify the Provider against claims, fines, or damages (including legal fees) arising from your unlawful use of the platform or breach of these terms. If any provision is unenforceable, the remainder of the contract will remain in full force.

Contact and Support

For technical inquiries or billing assistance, contact support exclusively via email at **info@vimioz.com**. Your device must meet the minimum technical requirements and have a stable internet connection. We do not offer hardware support or in-person visits.

Thank you for choosing our platform. Your security, privacy, and satisfaction are our top corporate priorities.