Palasil Support Policy

Version 1.0 of 29 October 2026

Palasil

Palasil is a service of Terahold S.r.l. ("Terahold"). This Support Policy describes how Terahold provides support to the Customers that use Palasil in self-service under the Terms of Service. Customers with a Palasil Custom Agreement receive support as described in Section 5. Capitalised terms not defined on this page have the meaning given in the Terms of Service, available at palasil.com/legal.

This page is published in English and Italian. In case of conflict, the English version prevails.

In this page, "Working Day" means a day from Monday to Friday, other than Italian national public holidays and 21 May (feast of the patron saint of Verona).

1. How to contact Terahold

1.1 Support is provided only by email. The Service has no support channel within it. The addresses are:

a) support requests: support@palasil.com;

b) payments, invoices and cancellation of Subscriptions paid by bank transfer: billing@palasil.com;

c) security issues and vulnerabilities: security@palasil.com;

d) requests concerning personal data: privacy@palasil.com.

1.2 The request should indicate the name of the Brand Workspace, a description of the issue and, where useful, screenshots. Users must not send passwords or integration keys by email.

1.3 Support is provided in English and Italian.

1.4 Emails from noreply@palasil.com are automatic messages of the Service; replies to that address are not read.

2. Support days and response times

2.1 Support is provided on Working Days, Italian time.

2.2 Terahold's target is to send a first response within 2 Working Days of receiving a request. Response times are targets and not service levels: Terahold does not commit to service levels for the Service in self-service, and failure to meet a target gives no right to refunds or damages.

2.3 Security issues reported to security@palasil.com are handled before the other requests.

3. What support covers

3.1 Support covers the use of Palasil, malfunctions of the Service and the connection of Klaviyo and Shopify accounts to Palasil.

3.2 Support does not cover:

a) the operation of Klaviyo, Shopify and other services of third parties, which is supported by their providers;

b) the strategy and content of the Customer's campaigns, which may be the subject of a Palasil Custom Agreement;

c) legal, tax or regulatory advice.

4. Access to the Brand Workspace for support

4.1 Some requests require Terahold to enter the Customer's Brand Workspace. In that case, an Owner, Manager or Editor of the Brand Workspace grants support access from the Settings, in the "Palasil access" section, for 3 or 7 days, and can turn it off at any time. Terahold staff never grant support access themselves. Access ends automatically at the end of the period chosen.

4.2 While support access is on, the authorised staff of Terahold can enter the Brand Workspace. Each entry is recorded in the "Palasil access" register of the Brand Workspace with the person, the date and time and the reason, together with the changes made by Terahold staff and with the drafts saved in Klaviyo, the segments created in Klaviyo and the campaigns scheduled or sent by Terahold staff during support access, as described in Section 3.2 of the Security Overview page. At the first entry of Terahold staff, the Owners, Managers and Editors receive a notification in the Service. The register can be read in the Settings by the Owners, Managers and Editors and is kept for 12 months.

5. Palasil Custom

5.1 Customers with a Palasil Custom Agreement receive support through the channels, and with the service levels, set out in their contract, which prevail over this Policy.

6. Maintenance and notices

6.1 The Service may be unavailable for maintenance or updates. Terahold announces planned maintenance that makes the Service unavailable by email to the Owners at least 48 hours in advance, as provided in Section 15.2 of the Terms of Service.

7. Changes

7.1 Terahold may update this Support Policy. The current version is available at palasil.com/legal/support, and the previous versions remain available in the archive at palasil.com/legal/archive.