

Legal Policies – Extra

Last updated: [May 26, 2026]

Welcome to Extra. These Legal Policies explain the terms for using our website, subscription services, privacy practices, and cancellation/refund conditions. By accessing or using Extra, you agree to these policies.

1. Company Information

Extra is operated by:

Company Name: Extra Productions N.V.

CRIB Number: 121022018

Chamber of Commerce (KvK): 8919

Address:

Rector Zwijssenstraat 24

Willemstad,

Curaçao

Phone: +599 9 462 4595

Email: info@extra.cw

These policies are governed by the laws of Curaçao.

Terms & Conditions

2. Subscription Services

Extra provides digital news content and subscription-based access to premium articles and content.

Available subscription plans may include:

- Daily subscription
- Monthly subscription
- Yearly subscription

Access activation works as follows:

- Card payments are activated immediately after successful payment confirmation.
- Bank transfer and pay-at-office subscriptions require manual confirmation before access is activated.

3. Subscription Cancellation

Subscribers may cancel their subscription at any time.

Upon cancellation:

- Future recurring payments will stop immediately.
- Access to premium content will stop immediately after cancellation.

4. Failed Payments

If a recurring payment cannot be successfully processed:

- Subscription access may be suspended immediately.
- No grace period applies.
- Users may reactivate their subscription by completing a new payment.

5. User Accounts and Acceptable Use

Users agree not to:

- Share account credentials with others
- Copy, distribute, reproduce, or repost paid content without authorization
- Download or scrape content in bulk
- Post spam, harassment, offensive content, illegal material, or misleading information

Users remain fully responsible for any content they submit or publish on the platform.

Extra reserves the right to suspend, restrict, or terminate accounts that violate these rules.

6. Comments and User Content

Users are solely responsible for comments they publish on Extra.

Extra reserves the right to remove comments that may be considered:

- Offensive
- Illegal
- Spam
- Misleading
- Harmful
- Inappropriate

Extra is not responsible for user-generated content.

7. Intellectual Property

All articles, images, videos, logos, graphics, branding, designs, and website content available on Extra are the property of Extra Productions N.V. or its licensors.

No content may be copied, reproduced, republished, distributed, modified, sold, or used without prior written permission.

8. Limitation of Liability

Extra aims to provide accurate and reliable information; however, we cannot guarantee uninterrupted availability or complete accuracy at all times.

Extra shall not be responsible for:

- Temporary service interruptions
- Technical failures
- Payment processing interruptions
- Third-party service issues
- Errors or inaccuracies in third-party information or content

Use of the platform is at the user's own risk.

Privacy Policy

9. Information We Collect

Extra may collect the following information:

- Name
- Email address
- Phone number
- Billing information
- Payment information
- Profile pictures
- Newsletter subscriptions
- User account information

We collect this information to:

- Create and manage accounts
- Process payments
- Deliver subscriptions
- Improve website functionality
- Communicate with users
- Send newsletters and updates

10. Analytics, Cookies, and Tracking

Extra uses technologies and services including:

- Google Analytics — to understand website traffic and visitor behavior
- Google AdSense — to display advertisements
- Google Tag Manager — to manage tracking and website tags

These services may use cookies and related technologies.

Users can configure browser settings to block or limit cookies; however, some features of the website may not function correctly.

11. Payment Providers

Extra may process payments using:

- Stripe (including credit card and iDEAL payments)
- Sentoo (local instant banks transfer as MCB, Banco di Caribe and Orco bank)
- Bank transfer/Wire transfers
- Cash payments at office

Payment providers may collect and process payment information according to their own privacy policies.

Extra does not directly store complete payment card details.

12. Your Data Rights

Users may request:

- Access to personal data
- Corrections to inaccurate data
- Deletion of personal information
- Removal from marketing communications

Requests can be submitted to:

Email: info@extra.cw

Refund and Cancellation Policy

13. Refund Policy

All payments are generally considered final.

However, Extra may review refund requests on a case-by-case basis and may provide refunds in situations including:

- Duplicate payments
- Technical issues preventing access
- Payment errors
- Fraudulent transactions

Approval of refunds remains at the sole discretion of Extra.

Approved refunds may require several business days for processing depending on the payment provider.

14. Changes to These Policies

Extra reserves the right to update or modify these policies at any time.

Changes become effective immediately upon publication on the website.

Continued use of Extra after changes have been posted constitutes acceptance of the updated policies.