lyntev

# Customer manual

Everything you need to know about buying, tracking and managing your website with Lyntev.

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lyntev.com/en/help

Original Portuguese edition

# About this manual

**Who it is for.** For anyone buying a template website, requesting a quote or already working with us. It explains each step, timescales, payments and what is registered in your name.

**How to use it.** Read it from start to finish or go straight to the guide you need: each title in the contents links to the right page. The latest version is always available at lyntev.com/en/help/manual.

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01

# Getting started

Who Lyntev is, how we work and which solution to choose for your business.

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What Lyntev is and how we work

Template-based website, bespoke website or system: which should you choose?

Which sectors do you work with?

# What Lyntev is and how we work

Get to know Lyntev, our services and the stages of your project, from the first contact to publication.

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Lyntev creates websites, management systems and artificial intelligence assistants for businesses. This article explains who we are, what we do and how working with us proceeds, from the first contact to publication.

## Who we are

Lyntev is the trading name of Wellinton Alves de Oliveira, a sole trader with Portuguese tax number 309769728 and a business address at Estrada de São Tiago, n.º 376, 2415-543 Marrazes – Leiria, Portugal.

We work remotely with businesses in any sector and country. If you prefer an in-person meeting, see the booking options.

## What we do

- **Template brochure websites.** A page adapted to your brand for 150 €, payable in two parts. The alternative with technical management costs 300 € in the first year (12 × 25 €) and renews automatically at 12 €/month from month 13, cancellable with 30 days' notice. Buy the brochure website.
- **Shops with a basket and payments.** Creation starts at 600 € in total with a template adapted to your brand. The proposal identifies the catalogue, checkout, providers and payment stages. Compare online shop prices.
- **Bespoke websites.** A bespoke page from 490 €, a business website of up to 5 pages from 890 €, and a full website of 6 to 12 pages from 1490 €.
- **Bespoke systems.** Appointment calendars, CRM, customer portals, quotes or stock. They start with a 400 € diagnostic assessment, deducted from the project if you proceed. For salons and clinics there are ready-made systems: BeautyFlow IA, from 19 € per month, and Clínicas Pro, from 29 € per month, with online video consultations.
- **Artificial intelligence.** Assistants, request classification, document summaries and data analysis, priced by quotation. For customer service on WhatsApp there is ContactoIA, from 19,90 € per month.
- **Management and hosting.** Plans of 12 € or 24 € per month, with no minimum commitment.
- **Our own products.** ContactoIA, BeautyFlow IA and Clínicas Pro, with a monthly subscription and 3 days free without a card.

Prices are the total amounts payable, under the VAT exemption scheme (Article 53.º of the Portuguese VAT Code, CIVA). You can find them all on the Prices page.

## How we work

### First contact

Tell us what you want to solve. We help you understand which option makes sense for your business and what is needed to proceed.

### Price agreed before work starts

- For the **template website**, the price is the published price and appears in the order summary before you pay.
- For **bespoke projects**, we send a written proposal with the scope, deadlines, payments and total price. Nothing starts without your acceptance.

Estimates from the simulator and assistant are indicative. They are not proposals.

### Preview before publication

You see the work at a private address and request adjustments in consolidated rounds. For the template website, you only pay the second part after approving the final version.

### What is yours stays yours

The domain is registered in your name, and your text, photographs and logo remain yours. After full payment, the delivered website is yours and you receive a licence with no time limit to use the template code on that website, with or without a management plan. If you decide to leave, we hand over the website files.

### Ongoing support without a minimum commitment

Monthly management is optional and ends with 30 days' notice, without exit fees.

## Frequently asked questions

### Do you work with businesses outside Portugal?

Yes. We work with businesses in any country, providing support remotely. Prices are in euros and contracts are concluded in Portuguese.

### Do you use artificial intelligence in your work?

Yes. We use AI tools to design, program and test faster, and each delivery is reviewed by a person before it reaches you. The website assistant is an AI and identifies itself as such in its first message.

# Template-based website, bespoke website or system: which should you choose?

Compare a template-based website, a bespoke website and a bespoke system: what each includes, what it costs and when it makes most sense.

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We always choose the simplest solution that solves the problem. Sometimes it is a 150 € website; sometimes it is a complete system. This article helps you understand which fits your situation.

## Template-based website: 150 €

A Lyntev template for your sector, customised with your logo, colours, text and photographs.

**Includes:**

- a single page with introduction, services, gallery and contact sections;
- WhatsApp, telephone, email and map buttons;
- adaptation to mobile, tablet and computer, fast loading and basic technical SEO;
- two rounds of adjustments before publication;
- a first version within a maximum of 5 working days after work starts.

There are templates for Hair Salons, Barbers, Clinics, Restaurants, Shops, Pet Shops, Estate Agencies, Renovation, Construction, Employment and Services. The template is not exclusive: other customers may use it with different content.

**It is the best choice if** you need a polished online presence quickly and at a fixed price, and a single page is enough to present your business. You buy it online at Buy a website, without needing a quote.

## Online shop with a basket and payments

To present your products and receive enquiries, you can choose the business website. To sell and receive payments on the website itself, creation of a **template-based shop starts at 600 € in total**, including adaptation to your brand. You can try the basket in the gallery for free. Before entering into the contract, you receive a proposal with the scope of the catalogue, payment methods, delivery, providers' costs and payment stages. Compare shop formats and total prices.

## Bespoke website: from 490 €

A website with its own visual direction, designed from scratch for your business, with text reviewed together with us and bespoke animations.

| Type | Price | Indicative timescale |
|---|---|---|
| Bespoke page | from 490 € | 2 to 3 weeks |
| Business website, up to 5 pages | from 890 € | 3 to 5 weeks |

| Type | Price | Indicative timescale |
|---|---|---|
| Complete website, from 6 to 12 pages | from 1490 € | 5 to 8 weeks |

It can include a portfolio with filters, a blog, several languages, forms that actually submit requests and connections to bookings, a shop or systems you already use. The final price and timescale are set out in the written proposal.

**It is the best choice if** you want a unique identity, need several pages or have content and features a template does not cover. Start at Request a quote.

## Bespoke system: 400 € diagnostic assessment

When spreadsheets and WhatsApp groups are no longer enough, we build the system that organises your work: calendars, CRM, quotes and proposals, stock, customer portals, team and permissions, reports or AI features.

1. **Diagnostic assessment (400 €, one day's work).** We study your process and deliver the system design, phases, schedule and fixed price in writing. The amount is deducted from the project if you go ahead.
2. **Phased development (400 € per day).** Each phase has a fixed price before it starts and a preview for testing. You pay half at the start of the phase and half when you approve it.
3. **Dedicated hosting**, from 39 € per month. The code and data can be exported.

**It is the best choice if** the problem lies in how the team organises its work, rather than just how the business presents itself online.

## Before commissioning a bespoke system, see our products

Lyntev products already address common needs, with a monthly subscription and 3 free days without a card:

- **ContactoIA**, for AI customer service on WhatsApp;
- **BeautyFlow IA**, for beauty salons;
- **Clínicas Pro**, for clinics and healthcare practices.

Find out more at Products.

## Frequently asked questions

### Can I start with a template-based website and expand later?

Yes. Give us the website address and tell us what you want to add. We check compatibility, what can be reused and the cost of the change. You receive the proposal before deciding.

### I do not know what I need yet. Where should I start?

At Request a quote, choose “Other project or existing website” and tell us what your business does. We suggest the simplest solution and the price. You can also try the price calculator.

### Is the template-based website the same for every customer?

The template’s structure is shared, but the logo, colours, text, photographs and contact details are yours. Within that structure, we make the usual layout adjustments.

# Which sectors do you work with?

Lyntev works with businesses in any sector and country. See sectors with examples, ready-made website templates and existing products.

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We work with businesses in any sector and any country. For each sector, the Sectors page shows what a website, a system and artificial intelligence can do. The examples describe what we can build. They are not customers or real cases.

## Sectors with examples

- Beauty salons and beauty treatments
- Barbershops
- Clinics and medical practices
- Restaurants, cafés and pastry shops
- Shops and local retail
- Markets, grocery shops and supermarkets
- Pet shops and vets
- Estate agencies
- Construction and renovation
- Employment and recruitment agencies
- Technical service providers
- Accountancy, law and consultancy
- Gyms, studios and academies
- Schools, tutoring and training
- Tourism and local accommodation
- Garages and automotive businesses
- Events, photography and catering

- Industry and distribution
- Associations and institutions

Your sector is not on the list? That is fine. Tell us what you do and we will suggest the simplest solution.

## How to use the Sectors page

1. Open Sectors and choose your sector.
2. Look at the three columns: **On the website**, **In the system** and **With artificial intelligence**.
3. If there is a website template for your sector, the **"Buy the template website"** button appears and opens the order with that template already selected.
4. If there is no template, or you want something different, use **"Request a quote"**, **"I want something bespoke"** or **"Describe my project"**. The quote request opens with the sector already specified.

## Website templates ready to buy

You can buy a template website online for: Salon, Barbershop, Clinic, Restaurant, Shop, Pet shop, Estate agency, Renovation, Construction, Employment and Services.

> **Tip:** On the homepage, enter your business name under "See a website with your business name" and choose the sector to see a template example. The "Buy this website" button takes the template and name into the order.

## Sectors with a Lyntev product

| Sector | Product |
|---|---|
| Beauty salons, beauty treatments and barbershops | BeautyFlow IA |
| Clinics and medical practices | Clínicas Pro |
| Any business that serves customers through WhatsApp | ContactoIA |
| Construction and renovation | A system in development, which you can follow at remodelacao.lyntev.com |

## Frequently asked questions

### Do you only work with small businesses?

No. We work with businesses of any size, sector or country. For larger projects, we start with a fixed-price diagnostic assessment.

### My sector has its own rules. Do you take them into account?

We incorporate the legal information you provide into the website and can point out obvious omissions, but we do not provide legal advice. Information about your business and your sector's obligations are your responsibility.

### Can I use a template from another sector?

Yes. You can choose any template when ordering. Choose the one that best suits what you want to show.

02

# Buying a website

The online order for a template website, step by step, and the materials to prepare.

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How to buy a template-based website online

What materials to prepare for your website

How to customise a template before ordering

# How to buy a template-based website online

Try the template with your brand and follow the order steps: business, materials, billing, review and payment.

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You can order your template-based website at Buy a website, in five steps, without needing to speak to us first. This guide explains each step and what happens after you select the final button.

If you want to try it first, open a demo in the template gallery and choose **"Customise"**. You can add your logo, change colours and text, rearrange sections and compare the computer and mobile versions. Your choices follow you through to the order. See How to customise a template before ordering.

## Before you start

- **Use an email address you can access.** This is where we send the confirmation, terms of sale and personal link to track your order.
- **Prepare your materials, if you have them.** You can send your logo, photographs and text during the order or later. See What materials to prepare for your website.
- **Choose your payment option.** When ordering, you pay 75 € if you choose two instalments, or the first monthly payment of 25 € if you choose the subscription. You can compare the two payment options.

> **Tip:** If you reload the page, the details you entered remain in this tab. Files chosen directly in the form need to be selected again. The logo brought from the customiser can be recovered while your preview remains saved in this tab.

The **"Your order"** summary beside the form shows the template, what you pay now, what you pay after approval and the cost of hosting and maintenance at each stage.

## 1. Template

1. Choose the design for your business website in the gallery. Adaptation to your brand, content, contact details and publication cost 150 € in two instalments. If you want your customers to add products to a basket and pay on the website, creation of a template-based shop starts at **600 € in total**, including this adaptation. In that case, request a shop proposal. The request is free and you receive the fixed price and payment stages before entering into the contract.
2. Choose the payment option:
   - **150 € in two instalments:** 75 € now and 75 € after approval, before publication;
   - **25 € per month for 12 months:** the first monthly payment is collected when ordering. Hosting and technical maintenance are included in the first year's total of 300 €. Free .pt domain registration for the first year, in your name. From month 13, hosting and maintenance renews automatically at 12 € per month. You can cancel it with 30 days' notice.

3. If you chose two instalments, choose **maintenance after publication**: “No maintenance plan”, “Technical, 12 €/month” or “With content updates, 24 €/month”. Hosting and maintenance starts on publication: at that point, you activate it through PayPal on the order page. You can end it with 30 days’ notice, with no minimum term.

Select **“Continue”**.

If you came from the customiser, open **“View my choices”** to check the colours, section order and text you prepared. **“Return to customisation”** takes you back to the preview. If you choose another template in the form, those choices are no longer associated with the order for that template.

## 2. Business

Fill in the details that will appear on the website.

| Field | Required |
|---|---|
| Business name | Yes |
| Business activity, for example “unisex hair salon in Leiria” | Yes |
| Introductory line, up to 140 characters | No |
| Main services or products, one per line, with prices if you want them displayed | Yes |
| Public phone number and public email address | Yes |
| WhatsApp, if different from the phone number | No |
| Opening hours, address, postcode (format 1234-567) and town or city | No |
| Instagram and Facebook or another social network | No |
| Domain: “I already have a domain” or “I want to register one”, and the address | No |

> **Tip:** The public phone number and email address are the ones your customers will see on the website. Your personal contact details for the order are requested in step 4.

If you have not decided on a domain yet, leave the field blank. The summary says “To be agreed with us”. With the monthly option, the first year of a .pt domain is included. From the second year, you pay for .pt renewal at the registrar’s price, confirmed in advance. The offer only covers registering a new name directly under .pt. .com and all other extensions are charged separately from the first year. We confirm the registrar’s price with you before registering the domain. With payment in two instalments, the domain is in your name and you pay for registration and renewal at the registrar’s price. See how to choose a domain or use your existing one.

## 3. Materials

1. **Logo:** drag the file into the box or choose it. We accept SVG, PNG, JPG, WebP or PDF, up to 10 MB. If you came from the customiser, the copy used in the preview is already shown here; you can remove it or replace it with the original file.
2. **Photographs:** up to 15, each up to 10 MB, in PNG, JPG, WebP or HEIC. You can remove any file before sending.
3. **Colours:** by default, we use your logo's colours. If you prefer others, untick "Use the logo colours instead" and choose the main colour and accent colour.
4. **Text about the business** and **notes for the team**, both optional. If you have no text, we write an introduction from your answers.
5. Confirm that you have the right to use the logo, photographs and text you send, including permission from the people shown in the photographs. This confirmation is required.

You can continue without files and send them later on the order page. Work starts once we have the materials.

## 4. Billing

1. Enter your **name**, **email address** and **mobile number**.
2. If you wish, enter the **Portuguese tax ID (NIF)** and **name or company** to appear on the invoice. We check that the NIF has a valid format.
3. Under **"Buying for"**, choose "My business or professional activity" or "Personal use". Anyone buying for personal use is a consumer and has a 14-day right of withdrawal, subject to the terms of sale.

## 5. Summary and confirmation

1. Review the summary: template, payment, hosting and maintenance, business, public contact details, domain, materials, order details, invoice and total due now. If you customised the template, also check your choices under **"View my choices"**. To correct something in the form, use **"Back"**.
2. Tick the box accepting the Terms and Conditions of Sale. No box is pre-ticked.
3. If you chose "Personal use", two optional boxes appear: requesting that work starts now, during the withdrawal period, and acknowledging that you lose this right when the service has been fully performed. Without them, work starts after the 14 days.
4. Select **"Order with an obligation to pay"**.

## 6. File upload and payment

After confirmation:

1. The order is registered and you receive a reference beginning with "LYN-".
2. Files are uploaded one at a time, with a progress bar. **Do not close the page** during the upload.

3. PayPal opens to pay 75 € or, with monthly payments, to activate the 25 € per month subscription.
4. When you return from PayPal in the same tab, the order page confirms payment. Confirmation also arrives by email.

If online payment is unavailable at that moment, the order remains registered: the page shows the reference and the **"View my order"** button, and we email you the payment request.

> **Important:** The contract is concluded when we send the confirmation email, after PayPal confirms payment. If payment is not confirmed, there is no contract or charge.

## The emails you will receive

- **"Order LYN-... registered"**, straight afterwards, with the "View the order" button.
- **"Confirmation of order LYN-..."**, after payment, with the summary and full version of the terms you accepted. Keep this email.
- Progress emails when the order changes stage: construction starts, preview ready, version approved, final payment received and website published.

Emails are sent by "Lyntev" from noreply@mail.lyntev.com. Replies go to contacto@lyntev.com. If you cannot find them, check your spam or promotions folder.

## Frequently asked questions

### Can I order before my photographs are ready?

Yes. You can send the materials later on the order page. Remember that work only starts once we have all the materials.

### I cancelled payment in PayPal. What happens now?

Nothing was charged. The order page shows this information and the **"Pay 75 € through PayPal"** button (or **"Pay 25 € through PayPal"**, with monthly payments), so you can try again when you wish.

### Some files were not sent. Have I lost them?

The final message shows how many files failed. Send them again on the order page, under "Upload more files".

### Which payment methods can I use?

Payment is made online through PayPal, with a PayPal account or by card without creating an account. Payment by bank transfer is not available. Lyntev does not receive or store card details.

# What materials to prepare for your website

Logo, photographs, text, services and opening hours: what to send, in which formats, at what quality and with which permissions.

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Your website can be ready sooner when the materials arrive complete. Work starts once we have them, and deadlines are paused while we wait for them. This article explains what to prepare, in which format and what to bear in mind.

## Quick checklist

- Logo
- Photographs of your premises, work, products or team
- Main services or products, with prices if you want to display them
- Public contact details: telephone, email and WhatsApp
- Opening hours, address, postcode and town or city
- Social media addresses
- Text about the business (optional)
- Preferred colours (optional)
- Domain you already own or want to register

## 1. Logo

| Specification | Value |
|---|---|
| Accepted formats | SVG, PNG, JPG, WebP or PDF |
| Maximum size | 10 MB |
| When ordering | one file; choosing another replaces the previous one |

**Recommendations:**

- If you have the designer's original file, in SVG or PDF, send that. It retains its quality at any size.
- A PNG with a transparent background also works well.
- Avoid screenshots or images copied from social media, which tend to have a low resolution.
- If you have other versions, such as a horizontal version, the symbol alone or a version for dark backgrounds, send them later through the order page.

The template website includes adding the logo you send us, rather than creating a new logo. If you do not yet have a logo, say so in the notes for the team.

## 2. Photographs

| Specification | Value |
|---|---|
| Accepted formats | PNG, JPG, WebP or HEIC (the usual iPhone format) |
| Maximum size | 10 MB per photograph |
| When ordering | up to 15 photographs |
| After ordering | more files through the order page, up to a total of 40 files and 60 MB per order |

**For good-quality photographs:**

- Choose natural light and sharp images, without strong filters or text over them.
- Photograph the premises and the work you want to feature in landscape orientation. Landscape photographs fit the wide sections of a website better.
- Send the original files from your phone or camera. Photographs shared through WhatsApp or social media often lose quality.
- Choose the best ones. A few good photographs are worth more than many similar ones.

Photo shoots and image licences are not included in the template website.

## 3. Rights and permissions

When ordering, you confirm that you may use everything you send us. This means that:

- you own the photographs and text, or have permission to use them on the website;
- you have the right to use the brand and logo;
- identifiable people in the photographs, including your team, have authorised publication;
- the testimonials and reviews you want to publish are authentic and their authors have authorised their use;
- the information about the business, including prices, qualifications and contact details, is true.

> **Important:** Do not use images found online without a licence. Do not send health data or other sensitive data unless they are necessary and lawful for the website. Lyntev does not invent testimonials, reviews, results, teams or premises.

If photographs show people, Lyntev processes those images on your behalf, solely to build and maintain the website. It may refuse or request the replacement of clearly unlawful materials, explaining why.

## 4. Text and business information

| Field | Limit |
|---|---|
| Introductory line | up to 140 characters |

| Field | Limit |
|---|---|
| Main services or products | up to 3000 characters, one per line |
| Text about the business | up to 4000 characters |
| Notes for the team | up to 2000 characters |
| Opening hours | free text, for example “Tuesday to Saturday, 9h to 19h” |

- For services, write one per line and add the price if you want it to appear on the website.
- In the text about the business, explain who you are, how long you have been working and what sets you apart. If you prefer, we can write the introduction from your answers. Writing extensive text from scratch is not included.
- In the notes, mention websites you like, sections you want to highlight and what you prefer to avoid.

The website must contain the legal information for your business, such as its identity, prices, privacy policy and, where applicable, the Complaints Book and information on alternative dispute resolution. We incorporate the information you provide and can point out obvious omissions, but we do not provide legal advice.

## 5. Contact details, opening hours and address

- Check the telephone number, email and WhatsApp you want to display. These are the details your customers will use.
- Give the postcode in the format 1234-567.
- If you only see customers by appointment, say so in the opening hours or notes.

## 6. How to send materials

- **When ordering**, at step 3 in Buy a website.
- **After ordering**, on the order page under “Upload more files”. Find out how in Track your order.
- **Text or corrections after ordering:** send them in a PDF through the order page or reply to the order email.

## Frequently asked questions

### Can I send a Word document?

The order page accepts images and PDF files. Save the document as a PDF before sending it.

### A photograph is larger than 10 MB. What should I do?

Reduce the image size, for example by exporting it as a high-quality JPG. Most phone photographs fall below this limit.

### I have already sent 40 files, or 60 MB, and have more. How do I send them?

The order page stops accepting files when either limit is reached. Email the remaining files to contacto@lyntev.com, with the order reference.

# How to customise a template before ordering

Try your logo, colours, text and section order, see the result on desktop and mobile, and take your choices into the order.

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The customiser lets you try the template with your brand before ordering. Changes appear in the preview and are saved in the tab you are working in. You can undo changes, compare with the example and continue to checkout with your choices.

## Open the customiser

1. Go to the template gallery and open a template you like.
2. In the Lyntev bar, choose **"Customise"**.
3. Wait for the template to appear. Use the **Brand**, **Colours**, **Text** and **Sections** tools to adapt it.

You can try it without creating an account. Names, photographs, services and contact details you have not yet changed belong to the fictional business in the example.

## Add the name and logo

In the **Brand** tool, enter the **business name** and, if you wish, an **opening line**. Leaving the line empty keeps the example's line.

To add the logo:

1. Drag the file to **"Upload your logo"** or choose it on your device. You can use PNG, SVG, JPG or WebP, up to 10 MB.
2. Adjust **"Logo size"** with the slider or enter the **exact width in pixels**. The height follows the width, keeping the proportions.
3. Check the result on desktop and mobile. A very wide logo may need to fit within the space available in the header.

Use **"Remove logo"** if you want to return to the business name. If the file will not open or is too complex, try a smaller PNG or WebP version. The customiser does not accept PDF; you can send the PDF original at the **Materials** step of the order.

## Choose the colours

In the **Colours** tool, you can start with one of the palettes or choose the **background colour** and **accent colour** directly. If you have already uploaded a logo, **“Try the logo colours”** attempts to use a dominant colour from the image.

Under **“Text and actions”**, there are separate controls for headings, main text, secondary text, links, button backgrounds and button text. You can use the colour picker or enter a code, such as `#087A76`.

If a low-contrast warning appears, check that the text remains easy to read against the background. Your chosen colour stays in place; you can adjust it with the same controls.

Each control’s **“Reset”** button restores the palette colour. A colour applied to an individual text element in the **Text** tool takes priority over the general colour for that type of text.

## Change individual text and colours

1. Open **Text**.
2. Click the text you want to change in the preview. You can also search for it in **“Find text”** and choose it from the **“Template text”** list.
3. Write your version in **“Your text”**. The original text appears above to help identify what you are changing.
4. If you want to change only that text’s colour, use **“This text’s colour”**.

You can adapt headings, descriptions, services, prices shown in the example and button wording. In the Text tool, clicking one of these elements selects it for editing; switch to another tool to try the navigation again.

**“Reset this text”** restores the example’s wording. The **“Reset”** beside the colour removes the individual colour and returns to the general colour. Changed text and its references to the example are included with the order.

## Reorder and hide sections

In the **Sections** tool, each row corresponds to part of the template.

- Drag a section’s handle to another position or use the **move up** and **move down** buttons.
- Use the **hide** button to remove a section from the preview. You can show it again at the same place in the list.
- Click a section’s name to locate it in the template.

Try a sequence that makes sense for your customers: for example, show services first and the business introduction afterwards. Check the order on desktop and mobile.

## Compare and correct

In the preview bar:

| Control | What it does |
|---|---|
| **Desktop** and **Mobile** | Show the template at two widths so you can review the header, images and readability of the text. |
| **Undo** | Reverses a recent change. |
| **Redo** | Restores a change you have just undone. |
| **View original** | Temporarily shows the example without your changes. Choose **"Back to my version"** to return. |
| **Reset the original template** | Clears the preview choices. You can use **Undo** to recover the previous version while keeping the editor open. |

Scroll through the entire page in both views. Pay particular attention to long names and phrases, button wording and sections you have moved.

## Save and continue later

Changes are saved automatically in this tab. The message **"Saved in this tab. Nothing has been sent."** confirms that the browser was able to save them. You can reload the page and continue with the same template.

This draft is not stored in an account or automatically transferred to another device. Keep the tab open while you work; do not rely on recovering it after closing the tab, clearing browser data or switching browsers. Customising another template in the same tab may replace the previous draft.

If a message says saving was not possible, keep the page open and try a smaller logo or remove it. Only proceed after confirming that your choices have been saved.

## Take your choices into the order

If you chose a shop demonstration and want to receive orders and payments on your website, use the option to request a shop proposal. Creating a shop with a template starts at 600 € in total. The team confirms the catalogue, features and costs before you enter into a contract. Compare shops and brochure websites.

To order **the brochure website**:

1. Choose the option to continue with the brochure website.
2. In the purchase form, open **"View my choices"**. Check the text, colours and layout you tried.
3. Complete the business details, materials, billing and order review. Your chosen name, line and main colours help fill in the form; the copy of the logo from the preview appears in the materials.
4. If you need to review the template, use **"Return to customisation"**. If you prefer to send the original logo, replace the copy at the **Materials** step.

The preview helps us understand the result you are looking for. Your choices are sent when you submit the order; your website is published after the materials are prepared and you approve the final version. See How to buy a template website online and Approve and publish the website.

03

# Quotes and projects

Quote requests, written proposals and the price simulator.

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How to request a quote and what happens next

How to use the price simulator

# How to request a quote and what happens next

Request a quote in four steps, see an indicative estimate straight away and find out how you receive a written fixed-price proposal.

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For bespoke websites, systems and artificial intelligence projects, the price is set out in a written proposal. Requesting a quote takes a few minutes, immediately shows an indicative estimate and carries no commitment.

> **Tip:** If you want a template website, you do not need a quote. The price is fixed and you can order it directly through Buy a website.

## Before you start

- Think about what you want to solve: present the business, receive enquiries, organise the team, respond to customers.
- If you have an existing website, websites you like or a process you want to improve, have that information ready.
- If you have already used the price simulator, select “Request a proposal with this simulation”. The request opens with your choices.

## 1. Project

In Request a quote, choose the project type:

- **Template website:** quick, based on one of the templates in the gallery;
- **Bespoke page:** a page designed from scratch;
- **Bespoke website:** several pages with their own visual direction;
- **Bespoke system:** appointment calendar, CRM, portal, quotes, stock;
- **Artificial intelligence:** assistants, automation, data analysis;
- **Not sure yet:** we help you choose.

For a shop with a basket and payments, you can start with the shop comparison. With a template, creation starts at 600 € in total. Opening the quote request from that comparison preselects the format and online selling. Sending the request is free. You find out the amounts payable and dates in the proposal before commissioning the work.

## 2. Details

The questions change according to the project type:

- **Websites:** approximate number of pages and languages (for a bespoke website), features such as a blog, bookings, shop, private area, forms or connection to a system you already use, and what you already have (logo, text, photographs, domain, existing website).
- **Systems:** which parts of your work you want to organise, how many people will use the system and which tools you use today.
- **Artificial intelligence:** what you want to use AI for, such as customer service on WhatsApp, a website assistant, classifying requests, reading documents or analysing data.

### 3. Deadline and budget

- Choose **"No rush"**, **"Urgent"** (an extra 25% on development) or **"Very urgent"** (an extra 50% on development).
- If you wish, indicate the budget you have in mind. You can choose "Prefer not to say".

### 4. Contact

1. Enter your name, email and company or business name. Your mobile number is optional.
2. Choose the sector and describe the project if you wish.
3. Choose how you prefer to receive the response: **email** or **WhatsApp**.
4. Select **"Send quote request"**.

## The indicative estimate

Beside the form, the **"Indicative estimate"** box updates with each choice. It shows an amount or range, the expected monthly costs and what most affects the price.

> **Important:** The estimate is not a proposal. The binding price is the one in the written proposal or, for the template website, the order summary.

Some special cases:

- **"To be defined"**, when you choose "Not sure yet": we indicate the solution and price after reading your request.
- **"Choose the options"**, for systems and AI, until you choose at least one option.
- **"No development"**, if you only need customer service on WhatsApp: ContactoIA covers this, from 19,90 € per month. For systems, if you choose "Calendar and bookings", the estimate reminds you that BeautyFlow IA (salons, from 19 € per month) and Clínicas Pro (clinics, from 29 € per month) already do this without development.

## What happens next

1. **Confirmation.** You see the "Request received" message with a reference starting with "ORC-", and receive an email with the summary and estimate you saw.

2. **Request assessment.** We read the request and reply through your chosen channel, with specific questions or a proposal.
3. **Proposal.** This is sent by email and states the scope, total price, payments, deadlines, acceptance criteria and ownership of rights. It has its own validity period.
4. **Decision.** Nothing starts without your acceptance.

For **bespoke systems**, the first step is a 400 € diagnostic assessment involving a day's work, which delivers the system design, phases, schedule and fixed price. The amount is deducted from the project if you proceed. Each subsequent phase has a fixed price: you pay half at the start and half when you approve the phase.

### Frequently asked questions

#### Does requesting a quote cost anything?

No. The request and proposal are free and carry no commitment. For systems, the 400 € diagnostic assessment only takes place if you accept it.

#### I forgot to mention something. How do I add it?

Reply to the confirmation email or send a message through WhatsApp, giving the request reference.

#### What do you do with the request data?

We use them to prepare the proposal and keep them for up to 12 months after the last contact if no contract results. Find out more in the Privacy Policy.

## How to use the price simulator

Compare creation costs, the payment due when ordering, monthly payments and the first-year total for a website or online shop.

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The simulator on the Prices page adds up the creation and running costs of your chosen options. The payment schedule appears in the brochure website's order summary or in the proposal for a shop or bespoke project.

> **Important:** The result is an estimate. The final price is set out in the written proposal or, for the template website, the order summary.

### 1. Choose the website

- **No website**, 0 €

- **Template brochure website**, 150 € in two parts
- **Bespoke page**, from 490 €
- **Business website (up to 5 pages)**, from 890 €
- **Full website (6 to 12 pages)**, from 1490 €

For a template brochure website, you can choose 12 monthly instalments of 25 € with technical management included. The first is due when ordering. The first year costs 300 €. From month 13, technical management renews automatically at 12 €/month, cancellable with 30 days' notice. See the calculation for an early exit.

## 2. Choose monthly management

- **No management**, 0 €
- **Technical management**, 12 € per month
- **Management with content**, 24 € per month

If you choose monthly instalments for the template website, technical management is already included. In that case, the simulator counts it even if you have selected "No management".

## 3. Add extras

| Extra | Price |
|---|---|
| Additional page | 90 € each |
| Additional language | from 120 € each |
| Blog or news | 190 € |
| Form that actually sends requests | Included in the bespoke page and business website of up to five pages. Costs 45 € when purchased separately. |
| Online bookings | from 120 € |
| Basket, orders and payments on the website | With a template, from **600 € total creation cost**. This minimum already includes adapting the template and online selling. |
| Professional email setup | 30 €, plus the provider's cost |
| Domain renewal management | 10 € per year if you choose this service. With the template website in monthly instalments, it is only charged from the second year. |

For additional pages and languages, enter the quantity.

For a shop, specify the catalogue, variants, payments and deliveries. The proposal states how much is due at each stage, any recurring costs and the amounts charged by the registrar, payment provider or other applicable providers. Compare the template shop and bespoke formats.

If you want a design from scratch with online selling, creating a single-page shop starts at 940 € in total. With up to five pages designed from scratch, creation starts at 1340 € in total. If you already have a website, the team assesses what can be reused and gives a specific price.

## 4. Choose the deadline

- **Standard deadline**, included
- **Up to 5 working days**, an extra 25%
- **48 hours or a weekend**, an extra 50%

The surcharge applies only to one-off costs: the website and extras. It does not apply to monthly payments.

## 5. Add Lyntev products if you wish

You can add a ContactoIA, BeautyFlow IA or Clínicas Pro subscription, using the monthly price of each plan. The products offer 3 days free without a card, but the simulator counts the full monthly price.

## What each amount means

| Amount | What it includes |
|---|---|
| **One-off costs** | Total for creation and your chosen extras or urgency. See the payment stages in the proposal or order. |
| **Per month** | Management, product subscriptions and, with monthly instalments for the template website, the website portion. |
| **Lyntev total in the first year** | One-off costs plus 12 monthly payments and the selected annual services. Charges from external providers are identified separately. |
| **In subsequent years** | What you continue paying per year after the first: management, products and domain renewal management. |

Below the totals, the list shows each item with its amount and whether it is paid once, monthly or annually.

For the brochure website in two parts, you pay 75 € when ordering and 75 € after approving the final version, before publication. For a shop, requesting a proposal is free. You know the price and amounts for each stage before commissioning the work.

### Examples

| Choice | One-off costs | Per month | First year | Subsequent years |
|---|---|---|---|---|
| Brochure website in two parts and 12 full months of technical management | 150 € | 12 € | 294 € to Lyntev, plus domain registration if you need one | 144 € with active management, plus domain renewal |

| Choice | One-off costs | Per month | First year | Subsequent years |
|---|---|---|---|---|
| Brochure website in 12 monthly instalments | 0 € one-off | 25 € from ordering | 300 €, with a .pt domain included in the first year | 144 € with active management, plus domain renewal |
| Template shop, by proposal, without contracted management or extras | from 600 € | 0 € in management to Lyntev | from 600 € to Lyntev | Hosting, domain, fees and other provider costs according to the proposal |
| Business website with a blog and technical management | from 1080 € | 12 € | from 1224 € | 144 € |

If you combine the template in monthly instalments with online selling, the first-year estimate becomes **from 750 € to Lyntev**. This comprises 300 € for the 12 instalments with technical management and from 450 € for setting up online selling. The shop is contracted through a proposal. At the end of 12 months, technical management renews automatically at 12 €/month until cancelled with 30 days' notice. Fees and other provider charges depend on the proposal.

With monthly instalments, each 25 € payment includes 13 € towards the website and 12 € for technical management. There is no separate upfront payment: the first monthly instalment is paid when ordering.

### Why does "from" appear?

When you choose options with a minimum price, such as bespoke websites, the shop or additional languages, the final amount depends on the number of pages and features. The written proposal fixes the price.

## After simulating

- **"Request a proposal with this simulation"** opens the quote request with your choices, which are included with the request.
- The option to buy the brochure website opens the order with your chosen payment and management options. If you selected online selling, the next step is to request the shop proposal.

## Frequently asked questions

### Is domain registration included?

**Template brochure website in 12 monthly instalments of 25 €** – Free .pt domain registration for the first year, in your name. From the second year, you pay for .pt renewal at the registrar's price, confirmed in advance. The offer only covers registering a new name directly under .pt. .com and all other extensions are charged separately from the first year. We confirm the registrar's price with you before registering the domain.

With payment in two instalments, the domain is in your name and you pay for registration and renewal at the registrar's price.

The "Renewal management" extra pays for Lyntev's handling of the process. If you prefer to handle renewal directly with the registrar, leave that extra unselected. See how domain renewal works.

### Are my choices saved?

No. The simulator calculates amounts on the page itself and does not save them in the browser. Your choices are only sent to us if you request a quote.

### Do the amounts include VAT?

They are the total amounts payable, under the VAT exemption scheme (Article 53.º of the Portuguese VAT Code, CIVA).

04

# Your order

Tracking your order, timescales, rounds of revisions, approval and publication.

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How to track your order and send more files

Template website deadlines and rounds of adjustments

How to approve the final version and publish your website

# How to track your order and send more files

Your order page shows its status, the materials received and payments. Find out how to open it, send files and recover access.

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Each template-based website order has its own page, where you can see the stage the work has reached, the materials we have received and the payments made or still due. This is also where you send more files.

## How to open your order page

You do not need to create an account or a password. The page opens through a **personal link**, which we send by email:

- in the email **“Order LYN-… registered”**, using the “View the order” button;
- in the progress emails you receive when the order moves to another stage.

> **Important:** The link is personal. Anyone who has it can view the order page and send files. Keep the emails and share the link only with people you trust, such as the person who will send the photographs.

## What you see on the page

### Status and timeline

The reference, template and business name appear at the top, followed by a sentence summarising the status. The timeline shows the stages, with a date for each completed one:

1. Order registered
2. First payment (75 €) or first monthly instalment paid
3. Under construction
4. Preview and changes
5. Final version approved
6. Second payment (75 €), only for payment in two instalments
7. Website published

The current stage is highlighted.

### Materials received

This lists the files we have received, with the date of receipt. If there are none yet, it says “We have not received any files yet”.

### Payments

This shows each payment with its amount and status: **“Paid”**, with the date, **“Due”** or **“Later”**. When a payment is due and online payment is available, a **“Pay 75 € through PayPal”** button appears (or “Pay 25 € through PayPal” for monthly instalments). Otherwise, the page says that we will email the payment request.

If you paid for the website in two instalments and chose a hosting and maintenance plan, the **“Activate management (12 € per month) through PayPal”** button appears after publication (or 24 € for the plan with content updates). The first monthly payment is made then, and subsequent payments are collected every month through PayPal.

## Sending more files

1. In **“Materials received”**, select **“Upload more files”**.
2. Choose one or more files. We accept images (PNG, JPG, WebP, SVG or HEIC) and PDFs, up to 10 MB each.
3. Wait for the message showing how many files were sent. The list updates automatically.

Limits:

- Each order accepts up to 40 files and 60 MB in total, including those sent when ordering. After that, email the remaining files to contacto@lyntev.com.
- Files larger than 10 MB are not sent. Reduce their size and try again.
- Once the website is published, or if the order is cancelled, the page stops accepting files.

> **Tip:** For text or corrections, save the document as a PDF and send it here, or reply to the order email.

## If you have lost the link

If the page says **“We could not find this order”**, the link is incomplete or incorrect.

1. Search your email for “Order LYN-”. For an earlier order in Portuguese, you can also search for “Encomenda LYN-”. Check spam and promotions too. The emails are sent by “Lyntev” from noreply@mail.lyntev.com.
2. Open the link in the most recent email. Every progress email contains a valid link to the same order.
3. If you cannot find any email, write to contacto@lyntev.com from the email address used for the order, including the reference if you have it.

Personal links stop working 90 days after the website is published or the order is cancelled. If you need a new one, request it by email.

## Frequently asked questions

### Do I have to create an account?

No. There is no password-protected customer area. Access is through the personal link sent by email.

### How long are the files I send kept?

Files sent with the order are automatically deleted 90 days after the website is published or the order is cancelled. An order that is never paid for is deleted, together with its files, 14 days after registration.

### I returned from PayPal and the page says the payment was not confirmed. Should I pay again?

Do not pay again. Write to contacto@lyntev.com with the order reference so we can check the payment.

### I returned from PayPal and the page does not show my order. What should I do?

Returning from PayPal works in the same browser tab in which you opened the order. If you return in another tab or browser, the page says “We could not find this order”. If you completed payment, confirmation arrives by email. To view the order, open the personal link in that email.

# Template website deadlines and rounds of adjustments

When work starts, how long each stage takes and how the two rounds of adjustments included in the template website work.

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Template website deadlines are measured in working days and start when we have everything we need. This article explains when work starts, how long each stage takes and how to request adjustments.

## When work starts

Work starts once three conditions are met:

1. payment is confirmed;
2. the materials and business information are complete;
3. if you bought for personal use, the 14-day withdrawal period has ended, or you requested an early start when ordering.

When work starts, you receive the **“Building your website”** email and the order page changes to **“Under construction”**.

## How long each stage takes

| Stage | Deadline |
|---|---|
| First version for review | Up to 5 working days after work starts |
| Each round of adjustments | Up to 3 working days after we receive the consolidated list |
| Publication or final delivery | Up to 2 working days after approval and, where applicable, after the domain and hosting become available |

With payment in two parts, publication takes place after the second payment of 75 €.

> **Important:** Deadlines are paused while we wait for materials, answers or access from you. The sooner you respond, the sooner the website can be published.

## The two rounds of adjustments

The template website includes **two consolidated rounds of adjustments**. Each round is a single written list of adjustments within the template's structure: text, images, colours, section order and business details.

- Correcting our errors, or anything that does not match what was contracted, does not use up rounds.
- Requests outside the template's scope, such as new pages or features, are quoted in writing before being carried out. They are only charged if you accept.

### How to send a round of adjustments

1. Open the preview from the **"Preview ready"** email.
2. Review the website carefully on desktop and mobile.
3. Write all adjustments in one list. For each, identify the section, what is there and what it should become.
4. Send the list by replying to the preview email or through WhatsApp.
5. If you need new photographs, send them through the order page and refer to them in the list.

> **Tip:** Gather the views of everyone involved before sending. A complete list saves a round and speeds up publication.

## If a deadline is missed

If we miss a deadline, you can give us a reasonable additional deadline in writing. If that deadline is also missed, you can terminate the contract and receive a refund of what you paid for undelivered work, without prejudice to other legal rights.

### If we receive no response

If we receive no response for 60 days, after two written reminders at least 15 days apart, we may close the project. In that case, we deliver the latest version as a file package and unused rounds are no longer available. Closure does not amount to approval, and work can resume at your request under the conditions agreed at that time.

### Frequently asked questions

#### Do deadlines include weekends?

No. Deadlines are measured in working days.

#### Can I request more than two rounds?

Yes. Adjustments beyond the two included rounds are quoted in writing before being carried out and are only charged if you accept the quote.

#### I bought for personal use and want to start now. What should I do?

If you did not select the early-start request when ordering, reply to the confirmation email to request it expressly. If you later withdraw from the contract, you pay for work done up to that date. See Withdrawal and refunds.

## How to approve the final version and publish your website

How to give final approval, pay the second instalment and what happens before the website is published on your domain or delivered.

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We publish your website only after your express approval. This article explains how to approve it, pay the second instalment and what happens before it goes live.

### 1. Review the final version

Each version is available at a private review address, sent in the **“Preview ready”** email with the “Open the preview” button. Before approving, check:

- contact details, opening hours and address;
- services and prices;
- text and spelling;
- photographs and logo;
- WhatsApp, telephone, email and map buttons;

- appearance on a mobile phone and computer.

## 2. Approve in writing

Reply to the preview by email or WhatsApp to say that you approve the final version. Approval must be express and should identify the approved version.

> **Important:** A lack of response does not count as approval or authorise us to publish. Approval does not remove your rights if you later find a lack of conformity.

Once we record your approval, the order page shows **“Final version approved”**.

## 3. Pay the second instalment

If you chose payment in two instalments:

1. You receive the **“Version approved: final payment due”** email with the “View the order” button.
2. On the order page, select **“Pay 75 € through PayPal”** and complete payment.
3. When you return from PayPal in the same tab, the page confirms payment. You also receive the **“Final payment received”** email.

If online payment is unavailable, we email the payment request. We do not publish or deliver the website before the second payment.

If you chose **monthly payments**, there is no second payment: the monthly payments continue as agreed.

## 4. Publication or delivery

We publish or deliver the website **within 2 working days** of approval and payment and, where applicable, once the domain and hosting are available.

- **With a hosting and maintenance plan:** we publish the website on your domain, with Lyntev hosting.
- **Without a hosting and maintenance plan:** we deliver the website package, including files, authorised resources and instructions. If you ask us to, we publish it on hosting you control and specify.

When the website is published, you receive the **“Your website is published”** email and the order page shows **“Website published”**. Hosting and maintenance, if you chose it, starts on this date.

If you paid in two instalments and chose a hosting and maintenance plan, the order page then shows the **“Activate management (12 € per month) through PayPal”** button (or 24 € for the plan with content updates). The first monthly payment is made then, and subsequent payments are collected every month through PayPal. Website hosting and maintenance is already included in the website’s monthly payments.

## After publication

- After full payment, the delivered website is yours and the domain is in your name.
- Files you sent with the order are automatically deleted 90 days after publication.
- The personal order link stops working 90 days after publication. If you need a new one, request it by email.
- We show your website in our portfolio only if you give separate, optional permission.

## Frequently asked questions

### Can I approve through WhatsApp?

Yes. You can approve by email or WhatsApp in response to the preview. Specify the version you approve so it can be recorded.

### I found an error after the website was published. What should I do?

Write to us with the order reference and a description of the problem. We correct any lack of conformity attributable to us at no charge. Consumers also have the rights provided for in Decree-Law No. 84/2021.

### Can I change something after publication?

Yes. See Changes after publication and one-off services.

05

# Payments and invoices

Payment methods, invoices, the right of withdrawal and refunds.

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Paying for the template website in two parts or monthly instalments

Invoices: when you receive them and how to provide your tax ID

Withdrawal and refunds

# Paying for the template website in two parts or monthly instalments

Compare the two ways to pay for the template website: 75 € + 75 € or 25 € per month for 12 months, with technical management included.

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You can order the template brochure website for **150 € in two parts**, or choose **12 monthly instalments of 25 € (300 € in the first year)** with technical management included. Choose the payment option in the first step of the order. For a shop with a basket and payments, the price and schedule are set out in the shop proposal. The amounts shown are totals, exempt from VAT under Article 53.º of the Portuguese VAT Code, CIVA.

## The two options side by side

| | Two parts | Monthly instalments |
|---|---|---|
| When ordering | 75 € | 25 € (first monthly instalment) |
| After approval | 75 €, before publication | Monthly instalments continue |
| Management | Optional: no management, 12 € or 24 € per month, from publication | Technical management included |
| Total payable to Lyntev with 12 full months of technical management | 294 € (150 € + 12 × 12 €) | 300 € (12 × 25 €) |
| .pt domain | Paid to the registrar | Free .pt domain registration for the first year, in your name. |
| .com or another extension | Paid to the registrar | The offer only covers registering a new name directly under .pt. .com and all other extensions are charged separately from the first year. We confirm the registrar's price with you before registering the domain. |
| After 12 months | Your chosen management plan, if you keep it | Automatic renewal of technical management at 12 €/month, cancellable with 30 days' notice |

## Payment in two parts

1. **75 € when ordering**, through PayPal.
2. **75 € after you approve the final version**, before publication or delivery. We do not publish or deliver the website before this payment.

If you choose a management plan, it starts on the publication date and is paid separately through a monthly PayPal subscription with automatic renewal. When the website is published, the order page shows the **"Activate management (12 € per month) through PayPal"** button (or 24 € for management with content). The first monthly management payment is made at that point.

With payment in two instalments, the domain is in your name and you pay for registration and renewal at the registrar's price. You can receive the website files to host them with a provider of your choice.

## Payment in monthly instalments

- **12 monthly instalments of 25 €**, with no separate upfront payment. The first is charged when ordering.
- Each instalment includes **13 € towards the website price** and **12 € for technical management**.
- Payment is through a **monthly PayPal subscription**, with automatic renewal.
- After instalment 12, only technical management continues, at **12 € per month**, which you can cancel with 30 days' notice.

From the second year, you pay for .pt renewal at the registrar's price, confirmed in advance. The registrar's fee is separate from the monthly management payment. Read the domain conditions.

### If you want to leave before 12 months

Management ends without a penalty and you pay only the outstanding part of the website price: **150 € minus 13 € for each monthly instalment paid**.

For example, if you leave after 5 instalments, the outstanding amount is 150 € minus 65 €, which is **85 €**.

## How to pay

- **When ordering:** PayPal opens after you confirm.
- **Later:** on the order page, through the **"Pay 75 € through PayPal"** or **"Pay 25 € through PayPal"** button when a payment is outstanding.

You can pay with your PayPal account or by card without creating an account. Payment by bank transfer is not available. Lyntev does not receive or store your card details.

If online payment is unavailable, the order remains registered and we send the payment request by email. Work starts once payment is confirmed.

> **Important:** If PayPal does not confirm a payment that has been charged, do not pay again. Email contacto@lyntev.com with the order reference.

## Frequently asked questions

### Will I receive an invoice for each payment?

Yes. After each payment, we issue the invoice-receipt through the Portuguese Tax Authority's Portal das Finanças and email it to you. See Invoices.

### What happens if a monthly payment is missed?

We notify you in writing and allow 15 days to bring payments up to date. If payment is not brought up to date, we may suspend content changes and support. Hosting is only disconnected after a further notice, with at least 15 days' notice, and after we have made the website package available to you. The domain is never withheld.

### Can I choose management with content with monthly instalments?

The plan included with monthly instalments is technical management. If you need regular content changes, speak to us.

# Invoices: when you receive them and how to provide your tax ID

After each payment, we issue an invoice-receipt through the Portal das Finanças and email it to you. Find out how to provide the tax ID and name for the invoice.

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Each payment to Lyntev has its own invoice-receipt, issued through the Portal das Finanças. This article explains when you receive it, which details appear and how to provide your Portuguese tax ID (NIF).

## When you receive the invoice

After each payment, we issue the **invoice-receipt** through the Portal das Finanças and email it to you. This applies to:

- each of the two instalments for a template-based website;
- each monthly payment for a template-based website;
- each monthly payment for a hosting and maintenance plan.

> **Important:** The PayPal receipt and order confirmation email are not tax documents. The tax document is the invoice-receipt.

## How to provide the tax ID and name for the invoice

In step 4 of the order, “Billing”:

1. Under **“Portuguese tax ID (NIF) for the invoice”**, enter the nine digits. The field is optional. We check that the format and check digit are correct and warn you if they are not.
2. Under **“Name or company on the invoice”**, enter the name that should appear, for example your company’s name. If you leave it blank, the invoice is issued in the name you provided for the order.

In step 5, the summary shows the **“Invoice”** line with the name and tax ID, or “no Portuguese tax ID (NIF)”. The confirmation email repeats this information under **“Invoice in the name of”**.

> **Tip:** If you want the invoice in your company’s name, provide its tax ID before paying. The tax ID check only confirms the format. It does not confirm who the number belongs to.

## Which amounts appear on the invoice

- Prices are total amounts. The service provider is exempt from VAT under Article 53 of the Portuguese VAT Code, so the invoice has no VAT.
- When the law requires a business customer to withhold Portuguese personal income tax (IRS), the invoice states this. Withholding does not change the agreed price.

## Refunds

A refund is accompanied by the appropriate tax adjustment document. Find out more in Withdrawal and refunds.

## Frequently asked questions

### I forgot to provide my tax ID. What should I do?

Write to contacto@lyntev.com as soon as possible from the email address used for the order, with the reference and correct tax ID.

### I have not received the invoice. Where should I look?

Search the email account used for the order, including the spam folder. If you cannot find it, write to us with the reference and payment date.

### Are invoices for ContactoIA, BeautyFlow IA and Clínicas Pro also handled here?

No. Billing for each product follows the terms and conditions published at its own address. See each product’s help in Lyntev products.

# Withdrawal and refunds

How to exercise the 14-day right of withdrawal if you are a consumer, when a refund is due and how to request it from Lyntev.

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If you bought a template-based website or a hosting and maintenance plan for personal use, you have the right to withdraw from the contract within 14 days without giving a reason. This article explains how to exercise that right and in which other cases a refund is due. The full rules are in the Terms and Conditions of Sale.

## Who has the right of withdrawal

The statutory right of withdrawal applies to **consumers**: individuals buying for purposes outside their professional activity. In the order, this means choosing “Personal use” under “Buying for”.

Anyone buying for their business or professional activity does not have this statutory right, but has the cancellation conditions described below.

## The period

It is **14 days from the conclusion of the contract**, meaning the date on which we send the confirmation email after payment is confirmed. For hosting and maintenance plans, the 14 days run from the subscription.

## How to exercise the right of withdrawal

An unambiguous statement sent within the period through one of these channels is sufficient:

### Through the withdrawal page

1. Open Withdrawal.
2. Fill in your name, the email address used for the order, the order reference, the service (template-based website, hosting and maintenance plan or another service) and the order date. Notes are optional.
3. Select **“Confirm withdrawal”**.
4. You immediately receive an acknowledgement by email with the date and time of the request. Keep it as proof.

### By email

Write to contacto@lyntev.com. You can use the model form at the end of the terms of sale, but using the form is optional.

> **Important:** The website’s AI assistant does not accept withdrawal requests. Use the page or email.

## What happens to payments

We refund payments received without undue delay and within a maximum of **14 days** from the date we are informed of your decision. The refund uses the same payment method, PayPal, unless expressly agreed otherwise at no cost to you.

### If you requested an early start

Without an express request, work only starts after the 14 days. If, when ordering, you requested that it start during the withdrawal period and then withdraw from the contract, you pay an amount proportionate to the service provided up to the point when you told us of your decision.

### When the right is lost

The right of withdrawal ends when the service has been fully performed, meaning when the website is delivered, **if** you ticked the two relevant boxes when ordering:

1. the request for work to start during the withdrawal period; and
2. the acknowledgement that you lose this right when the service has been fully performed.

These boxes are separate, optional and not pre-ticked.

## Business customers

If you bought for your business or professional activity:

- you can cancel the order **before we start work**, with a full refund;
- after work has started, we establish together what work has actually been done, justify the amount retained in writing and refund the remainder.

Amounts paid are not automatically forfeited.

## Other cases where a refund is due

A refund is also made through PayPal when:

- we miss a deadline and also fail to meet the additional deadline you set us in writing;
- there is a lack of conformity that gives a right to a refund under the applicable legal conditions;
- a hosting and maintenance plan ends and the last payment covers days after the termination date;
- there was a pricing error, under the Terms of Use.

Refunds are made within a maximum of 14 days from the decision or agreement that gives rise to them, unless a shorter statutory period applies, and are accompanied by the appropriate tax adjustment document.

## How to request a refund

1. Write to contacto@lyntev.com.

2. Give the email address used for the order, the reference and the date.
3. Explain the reason for the request.

> **Important:** Do not send card details or passwords. Opening a dispute through PayPal does not replace a request made directly to Lyntev.

## Frequently asked questions

### Do I have to explain why I am withdrawing?

No. You do not need to give a reason when exercising the right of withdrawal.

### Does the right of withdrawal apply to ContactoIA, BeautyFlow IA and Clínicas Pro products?

These products are not sold under Lyntev's terms of sale. They have their own terms, prices and guarantees, published at their respective addresses.

### I disagree with the response. Where can I complain?

You can use the Electronic Complaints Book or, for consumer disputes, contact an alternative dispute resolution body. See Complaints and dispute resolution.

06

# Domain, hosting and management

The domain in your name, management plans and changes after publication.

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Your website's domain: registration, costs and a domain you already own

Management plans: what they include and how to cancel

Changes after publication and one-off services

# Your website's domain: registration, costs and a domain you already own

The domain is always in your name. Find out what it costs, who pays for registration and what to do if you already own a domain.

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A domain is your website's address, for example onegocio.pt. At Lyntev, the domain is always in your name. This article explains what it costs, who pays for it and what to do if you already have one.

## The main rule

The domain is **always registered in the customer's name**, with a recovery email address you control. Lyntev can handle the technical side, such as DNS configuration, but never owns your domain or holds it as security for payment.

## What it costs

| Item | Cost |
|---|---|
| Domain directly under .pt with a template-based business website paid in 12 monthly instalments of 25 € | Free .pt domain registration for the first year, in your name. From the second year, you pay for .pt renewal at the registrar's price, confirmed in advance. |
| .com or another extension with a template-based website paid monthly | The offer only covers registering a new name directly under .pt. .com and all other extensions are charged separately from the first year. We confirm the registrar's price with you before registering the domain. |
| Domain with a template-based business website paid in two instalments | With payment in two instalments, the domain is in your name and you pay for registration and renewal at the registrar's price. |
| Renewal management by Lyntev, if you request it | 10 € per year for the service, in addition to the registrar's fee. With the monthly template-based website option, this service is only charged from the second year. |
| Professional email setup (optional) | 30 €, plus the email provider's cost |

For a shop or a bespoke website, the proposal identifies who handles the domain and which costs you pay. We confirm the amount for your chosen name and extension with you before proceeding.

## If you do not have a domain yet

1. In step 2 of the order, under "Domain", choose **"I want to register one"**.
2. Enter the domain you would like, for example onegocio.pt. If you have not decided yet, leave it blank: the summary says "To be agreed with us".
3. We help with registration, which is in your name.

> **Tip:** A domain is only secured once it has actually been registered. If the name you want is available, do not delay registration too long.

## If you already have a domain

1. In step 2 of the order, choose **"I already have a domain"** and enter it.
2. The domain stays with your registrar and in your name. You pay for renewal under your existing contract. The monthly option's offer covers registration of a new name directly under .pt.
3. For publication, the domain must point to the website's hosting. We agree with you how to configure the domain.

> **Important:** Do not send us passwords by email or WhatsApp. If access needs to be shared, we agree a secure method.

If your domain already has email associated with it, tell us which provider you use so we can take this into account in the configuration.

## The domain and timescales

Publication takes place within 2 working days of approval and, where applicable, after the domain and hosting are available. If domain registration or configuration takes time, publication waits for it.

## If you stop working with us

The domain is yours and remains yours. We support changes to the DNS and domain, with no exit fee, and deliver the website package so you can host it with another provider.

## Frequently asked questions

### Who renews the domain each year?

You can keep track of the date and renew the domain directly with the registrar. If you prefer Lyntev to manage the renewal, you can purchase this service for 10 € per year, in addition to the registrar's fee.

### Do the hosting and maintenance plans include the domain or email mailboxes?

The technical plan and the plan with content updates include website hosting, HTTPS and DNS. The .pt domain for the first year is an offer with the template-based business website paid in 12 monthly instalments of 25 €. Professional email mailboxes can be purchased separately.

### Can I use a .com domain instead of .pt?

Yes. The offer only covers registering a new name directly under .pt. .com and all other extensions are charged separately from the first year. We confirm the registrar's price with you before registering the domain. You can ask us for the price of your preferred name before ordering the website. If you

already own a .com domain, you can keep it with your registrar and continue paying them for renewal.

# Management plans: what they include and how to cancel

Compare technical management (12 € per month) and management with content (24 € per month), see what is excluded and how to cancel without fees.

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After publishing the website, you can leave hosting and maintenance to us. Management plans are optional, have no minimum commitment and end with 30 days' notice. The website you bought does not depend on them.

## The three scenarios

| | No management | Technical management | Management with content |
|---|---|---|---|
| Price | 0 € | 12 € per month | 24 € per month |
| Website hosting, HTTPS and DNS needed for the website | Your responsibility | Included | Included |
| Backup after each managed change and every month | Not included | Included | Included |
| Monthly check of HTTPS, links and contact details | Not included | Included | Included |
| Technical website corrections | Not included | Included | Included |
| Content changes | Charged by the hour | Quoted separately | Up to 30 minutes per month, with no rollover |
| Technical support | Not included | Included | Included |

With **no management**, we deliver the website package with the files and instructions. Hosting and the domain are your responsibility.

With **management with content**, the 30 monthly minutes cover changes to text, prices, opening hours, contact details and photographs within the existing layout. Unused minutes do not roll over to the following month.

## Services charged separately from management

- domain registration when purchased separately, and the registrar's renewal fee;
- email mailboxes;

- new pages or features;
- website redesign;
- advertising;
- ContactoIA, BeautyFlow IA or Clínicas Pro subscriptions.

If you chose the template brochure website in 12 monthly instalments of 25 €, the .pt domain is part of the order in the first year. From the second year, you pay for .pt renewal at the registrar's price, confirmed in advance. The offer only covers registering a new name directly under .pt. .com and all other extensions are charged separately from the first year. We confirm the registrar's price with you before registering the domain. See the domain conditions and the services you can request after publication.

## When it starts and how to pay

- Choose the plan in the first step of the order. Management starts on the website's **publication date**.
- When the website is published, the order page shows the **"Activate management (12 € per month) through PayPal"** button (or 24 € for management with content). The first monthly payment is made at that point. Subsequent payments are charged monthly through a PayPal subscription with automatic renewal.
- You receive an invoice-receipt after each payment.
- If you pay for the website in 12 monthly instalments of 25 €, technical management is already included.

The hosting provider and specific conditions are identified in the subscription confirmation.

## Support

Support is provided by email and WhatsApp. There are no guaranteed support hours, response time or availability level. We act with due care appropriate to the seriousness of each situation and inform you of any incident that materially affects your website.

## How to cancel

1. Email contacto@lyntev.com or contact us through WhatsApp, requesting termination of the plan. Identify the website or domain.
2. If you wish, specify a termination date more than 30 days away.
3. If you want to host the website with another provider, request the website package.

What happens next:

- Termination takes effect **30 days after we receive the request**, or on the later date you specify.
- You pay only the monthly fees up to that date. There is no minimum period or exit fee.

- We keep the PayPal subscription until the termination date and cancel it that day. You do not need to cancel it in PayPal.
- If the final charge covers days after the termination date, we refund the difference proportionally.
- We make the website package and exportable data available within 10 working days of the request and support the DNS and domain transfer.
- Hosting continues until the termination date. After that, the website files are kept for 30 days for recovery, then deleted unless a legal obligation requires otherwise.

> **Important:** If you pay for the website in monthly instalments and cancel before instalment 12, management ends without a penalty, but you pay the outstanding part of the website price: 150 € minus 13 € for each monthly instalment paid.

## Price changes

The price for a period already paid does not change. Any change in price or conditions for future periods is communicated in writing at least 30 days in advance. If you disagree, you can end the plan without fees before the change takes effect.

## Frequently asked questions

### If I end management, do I lose the website?

No. The website licence continues even without a management plan. We deliver the website package so you can host it wherever you wish.

### Is management compulsory?

No. Plans are optional and the purchased website does not depend on them. If you choose “No maintenance plan”, we deliver the website package with instructions.

### What happens if a monthly payment fails?

We notify you in writing and allow 15 days to bring payments up to date. If payment is not brought up to date, we may suspend content changes and support. Hosting is only disconnected after a further notice, with at least 15 days’ notice, and after we have made the website package available to you. The domain is never withheld.

# Changes after publication and one-off services

How to request changes after your website is published, what the plan with content updates includes and how much one-off services cost.

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A website needs to change with the business: new prices, different opening hours, recent photographs. This article explains how to request changes after publication and how much they cost.

## What each plan includes

- **Hosting, maintenance and content updates (24 € per month):** up to 30 minutes of changes per month to text, prices, opening hours, contact details and photographs, within the existing layout. Unused minutes do not roll over.
- **Website hosting and maintenance (12 € per month):** technical corrections are included. Content changes are quoted separately.
- **No hosting and maintenance plan:** changes are charged by the hour when you need them.

In every case, we correct errors attributable to us at no charge.

## How to request a change

1. Write to contacto@lyntev.com or contact us on WhatsApp.
2. Put all changes in a single message. For each one, identify the website section, what is there now and what should replace it.
3. Attach new photographs as original files.
4. If the request fits within your plan's minutes, there is no extra charge. If it does not, or your plan does not include content updates, we first send a written estimate.
5. We make the change. If there is a charge, we proceed only after you accept the estimate.

> **Important:** Any work outside what is included is quoted in writing before it is carried out and is charged only if you accept. A lack of response does not count as acceptance.

Under the hosting and maintenance plans, we back up the website after each managed change.

## Prices for one-off services

| Service | Price |
|---|---|
| One-off changes | 40 € per hour (minimum 20 €) |
| 5-hour package | 200 € |
| Additional page | 90 € |
| Additional language | from 120 € |

| Service | Price |
|---|---|
| Blog or news | 190 € |
| Separately commissioned form with working submissions | 45 €. A request form is already included in the bespoke page and the business website of up to five pages. |
| Online booking | from 120 €, or with BeautyFlow IA or Clínicas Pro |
| Adding a basket and payments to an existing website | Subject to a proposal after assessing the platform, catalogue and what can be reused. |
| AI assistant on WhatsApp | with ContactoIA, from 19.90 € per month |
| Professional email setup | 30 €, plus the provider's cost |
| Managing domain renewal | 10 € per year |
| Urgent delivery, within 5 working days | an extra 25% |
| Delivery within 48 hours or at the weekend | an extra 50% |

These are total amounts payable, exempt from VAT under Article 53 of the Portuguese VAT Code (CIVA). The full table is available under Pricing.

If you want a **new template-based shop**, creation starts at **600 € in total**, including website adaptation and online selling. You receive a proposal setting out the applicable running and supplier costs before commissioning the work. Compare shop options.

> **Tip:** If you expect several changes during the year, compare the 5-hour package with the plan including content updates.

## Larger changes

If the website needs to grow substantially, for example with several new pages, a different visual direction or bespoke features, you can move to a bespoke website and reuse the content and domain. Start with Request a quote.

## Frequently asked questions

### Do the 30 minutes of content updates carry over to the following month?

No. Unused minutes do not roll over.

### Can I make changes myself?

After full payment, the licence allows you to modify and maintain the website yourself or through another provider. Problems caused by changes made by you or third parties do not count as a lack of conformity.

### How much does a small change cost, such as changing a price?

Under the plan with content updates, it uses part of the 30 monthly minutes. Without that plan, one-off changes cost 40 € per hour, with a minimum of 20 €, and you receive the estimate beforehand.

07

# Assistant and contact

How to contact us, use the AI assistant and ask the team for help.

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How to use the website's AI assistant

How to contact Lyntev

# How to use the website's AI assistant

What Lyntev's AI assistant does and does not do, how to speak to a person, delete the conversation and what happens to your data.

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The Lyntev Assistant answers questions about our services, prices and timescales immediately. It is an artificial intelligence system, not a person. This article explains how to use it, its limitations and what happens to conversations.

## 1. Open the assistant

On any page, select the **"Talk to us"** button in the bottom-right corner. On small screens, the button shows only the Lyntev symbol. On the Contact page, you can also use "Open the Lyntev Assistant".

## 2. Ask a question

1. Choose a suggestion, such as "How much does a website for my business cost?" or "How long does it take to build a website?", or type your question.
2. Press Enter to send. To start a new line without sending, use Shift and Enter.
3. The reply appears as it is written.

Each message can contain up to 1200 characters. The conversation stays with you as you browse the website in the same tab and disappears from the browser when you close that tab.

## What the assistant can do

- Explain template-based websites, hosting and maintenance plans, bespoke websites and systems, and the products ContactoIA, BeautyFlow IA and Clínicas Pro.
- Give published prices.
- Help you use the simulator and provide indicative estimates for bespoke projects.
- Explain how an order works and where to find the applicable terms.
- Record a request for contact with a team member.

## What the assistant does not do

- It does not place orders, make payments, cancellations or refunds, or change subscriptions.
- It does not accept requests to exercise the right of withdrawal. Use Right of withdrawal for that.
- It cannot access your ContactoIA, BeautyFlow IA or Clínicas Pro accounts, or your order status.
- It does not provide legal, tax, financial or health advice.
- It answers only about Lyntev and its services.
- It does not make commitments on Lyntev's behalf.

**Important:** The assistant can make mistakes. Estimates are indicative and are not proposals. For fixed-price products, such as a template-based website, the published price repeated in the order summary applies.

## 3. Talk to a person

1. At the bottom of the panel, select **“Talk to a person”**.
2. Enter your name and an email address or mobile number.
3. Select **“Request contact”**.
4. You receive a reference beginning with “ASS-”. The team receives the conversation and follows up on the request using the context you have already shared.

## Other options at the bottom of the panel

- **WhatsApp:** opens WhatsApp with a prewritten message that includes your last question. The message is sent only when you confirm it in WhatsApp.
- **Email:** opens a message to contacto@lyntev.com.
- **How it works:** opens the AI assistant page with the full rules.
- **Delete conversation:** deletes the conversation from your browser and our server.

## 4. Delete the conversation

Select **“Delete conversation”**. The messages disappear from the panel and your browser, the copy stored on our server is deleted immediately, and the assistant starts a new conversation.

If you requested contact with a person, this button does not delete the copy sent with that request. To have it deleted before the retention period ends, write to contacto@lyntev.com.

## Usage limits

- Each conversation accepts up to 30 messages from you. After that, continue through WhatsApp or email.
- If you send many messages in succession, you may have to wait one minute.
- On busy days, the assistant may reach its daily conversation limit. It then directs you to WhatsApp and email.

## Your data

- Replies are generated by Anthropic’s Claude models. To generate each reply, the website server sends the assistant’s instructions and conversation messages to Anthropic. Your IP address is not sent to Anthropic.
- The conversation is stored in the website database on Cloudflare, under European Union jurisdiction, for 30 days after the last message or until you delete it using “Delete conversation”.

- If you ask to speak to a person, the conversation is associated with the contact request and follows that request's retention period: 12 months after the last contact if no contract results.
- Lyntev does not use conversations to train AI models.

> **Important:** Do not enter health data, passwords, bank details, identity documents or other people's data.

### Frequently asked questions

#### Am I speaking to a person?

No. The assistant is artificial intelligence and tells you this in its first message. To speak to a person, use "Talk to a person".

#### Is the price the assistant gave me final?

No. For bespoke projects, the price is set only in the written proposal. For fixed-price products, the published price applies. If the assistant gives a different amount, the published price takes precedence.

#### The assistant is not replying. What should I do?

Try again in a few minutes. If the problem continues, contact us on WhatsApp or by email.

# How to contact Lyntev

Find out how to contact Lyntev, send a request and speak to a member of the team.

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Choose whichever contact channel suits you best. For an ongoing request, include the reference so we can find its history.

### Our channels

| Channel | Address | Suitable for |
|---|---|---|
| Contact form | lyntev.com/contacto | Information requests, with a reference and email confirmation |
| Phone | +351 928 412 891 | Speaking to the team or arranging a meeting |
| Video call | Arrange a video call | Reviewing a proposal or showing your project remotely |
| Email | contacto@lyntev.com | Orders, approvals, billing, privacy and formal requests |
| WhatsApp | +351 928 412 891 | Quick questions and adjustments |
| Assistant | "Talk to us" button, on any page | Immediate answers about services, prices and timescales |

## 1. Through the contact form

1. Open Contact.
2. Enter your name and email address. Your mobile number and company are optional.
3. Choose the subject: template-based website, bespoke website, bespoke system, artificial intelligence, ContactoIA, BeautyFlow IA or Clínicas Pro products, maintenance, hosting or changes, or another subject.
4. Write your message, with at least 10 characters.
5. Select **“Send message”**.

You see a reference beginning with “MSG-” and receive a confirmation email. If you want to add anything, reply to that email.

## 2. By email

Write to contacto@lyntev.com. Automated website emails are sent from noreply@mail.lyntev.com, but replies to those emails go to contacto@lyntev.com.

## 3. Through WhatsApp

Use the number +351 928 412 891. Some WhatsApp links on the website open a message that has already been written. Nothing is sent until you confirm it in WhatsApp.

You can also send an ordinary voice note or a compatible audio message. When needed, audio is processed internally in parts to understand the whole request, without silently cutting anything out. The assistant sends a message about what you requested, without including the transcript. If it does not understand the audio, it may ask for another voice note without requiring you to write instead. Do not send view-once audio, unnecessary sensitive data or credentials.

> **Important:** The first WhatsApp reply may be automated and generated by artificial intelligence. A member of the team can step in and reply directly.

## 4. Through the assistant

Open the assistant using the **“Talk to us”** button in the bottom right corner of the page. If you need a person, use “Talk to a person” within the assistant. Find out more in How to use the AI assistant.

## In-person meetings

If you prefer to meet at your premises, check the places we travel to and request an appointment. To meet at the business address in Marrazes, arrange the visit before travelling. The team confirms the date and the availability of the coworking meeting room with you.

## To help us reply sooner

- Include the reference, if you have one: “LYN-” for orders, “ORC-” for quotes, “MSG-” for messages and “ASS-” for requests made through the assistant.
- Write from the email address used for the order or request.
- Put everything in a single message.

> **Important:** Do not send passwords, bank details, card details, identity documents or health data through any channel.

## Requests with their own page

- **Withdrawal:** use Withdrawal. You receive an immediate acknowledgement of receipt.
- **Quotes:** use Request a quote, which immediately shows an indicative estimate.
- **Complaints:** you can use the Electronic Complaints Book. See also Complaints and dispute resolution.
- **Personal data:** write to contacto@lyntev.com, specifying the right you want to exercise.

## Lyntev’s business details

Lyntev is the trading name of Wellinton Alves de Oliveira, a sole trader, Portuguese tax ID (NIF) 309769728. Business address: Estrada de São Tiago, n.º 376, 2415-543 Marrazes – Leiria, Portugal.

## Frequently asked questions

### How long does it take to receive a reply?

The response time depends on the request. For immediate answers about services and prices, you can open the assistant.

08

# Privacy and security

Your data, browser storage, payments and the order link.

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Privacy, cookies and security on the Lyntev website

# Privacy, cookies and security on the Lyntev website

What data we keep and where, what storage the website uses in your browser, how payments work and how to protect your order.

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We collect only the data we need to respond, fulfil orders and comply with the law. This article summarises the essentials. The full rules are in the Privacy Policy and on the Cookies page.

## What the website stores in your browser

The services use technical storage. You can also authorise usage statistics for public pages through Google Analytics. You can refuse and continue using the website.

| Name | Purpose | Duration |
|---|---|---|
| `lyntev-consent` | Remembers that you have seen the storage notice, so it is not displayed on every page | 6 months |
| `lyntev-chat` | Keeps your conversation with the assistant while you browse in the same tab | Until you close the tab or choose “Delete conversation” |
| `lyntev-encomenda-rascunho` | Saves the text data in the order form if you reload the page | Until you close the tab or complete the order |
| Cookies with the `lyntevstats` prefix | Count visits and actions on public pages when you accept statistics | Up to 183 days or until you withdraw authorisation |

On your first visit, choose **“Accept statistics”** or **“Decline statistics”**. You can reopen the choice in the footer under **“Storage preferences”**.

Cloudflare, which hosts the website, may ask your browser to store a technical network error reporting policy and, if it detects suspicious traffic, a security cookie. PayPal may store its own cookies when you choose to pay. Details are on the Cookies page.

> **Tip:** To delete everything, clear the cookies and website data for lyntev.com in your browser settings. The website continues to work and the notice appears again.

## Where your data are kept

- **Order database and files:** with Cloudflare, under European Union jurisdiction, which keeps them stored in the EU. Files are held in private storage.
- **Website execution and email sending:** use Cloudflare’s global network, so requests may be processed outside the European Economic Area, with the safeguards described in the Privacy Policy.

- **AI assistant:** messages are sent to Anthropic to generate responses. Anthropic stores API data in the United States.
- **contacto@lyntev.com mailbox:** hosted by Zoho in the United States.
- **Support WhatsApp:** operates through the ContactoIA platform, another Lyntev system.

We do not sell personal data.

## How long we keep data

| Data | Retention period |
|---|---|
| Conversations with the assistant, without a contact request | 30 days after the last message, with automatic deletion, or sooner if you choose “Delete conversation” |
| Contact and quote requests | 12 months after the last contact if no contract results |
| Registered orders that are never paid | Automatically deleted, together with their files, 14 days after registration |
| Files submitted with the order | Automatically deleted 90 days after website publication or order cancellation |
| Orders, communications, versions and acceptances | During the contract and for up to 5 years after it ends |
| Tax documents | 10 years |

## Secure payments

Payments are made through PayPal. **Lyntev does not receive or store your card details.** We receive only transaction information from PayPal, such as the identifier, amount, date and status.

We confirm every payment directly with PayPal before marking it as paid. If PayPal does not confirm a payment that has been charged, do not pay again; write to us with the reference.

## Your order’s personal link

The order page has no password: it opens with the personal link sent by email.

- **Keep the order emails.** Each progress email includes a valid link.
- **Do not publish or share the link** with anyone who should not see the order. Anyone with the link can view its status and send files.
- **The link expires.** It stops working 90 days after website publication or order cancellation.
- **If you lose the link**, email contacto@lyntev.com from the email address used for the order.

## Good practices

- Do not send passwords, bank details, card details, identity documents or health data by email, WhatsApp, form or assistant.

- Automated Lyntev emails arrive from “Lyntev”, using noreply@mail.lyntev.com. If a message sent in Lyntev’s name looks suspicious, verify it with us through another channel before replying.
- The website always uses encrypted connections (HTTPS). Check that you are on lyntev.com before filling in a form.

## Your rights

You can request access to your data, rectification, erasure, restriction of processing and portability, and object to processing based on legitimate interest. Email contacto@lyntev.com, stating the right you want to exercise and the email address used. We respond within one month, which may be extended in the cases provided for by law.

You can also lodge a complaint with the Portuguese National Data Protection Commission.

## Frequently asked questions

### Does the website use Google Analytics or other statistics?

Only after you accept. Lyntev counts public pages, WhatsApp clicks and requests received through forms, excluding the text of form fields. You can withdraw authorisation in the footer. Cloudflare visit measurement remains disabled.

### Are my data used to train artificial intelligence?

Lyntev does not use conversations to train AI models. According to Anthropic’s commercial terms, it does not train models with data submitted through the API.

### Who can see the photographs I send with my order?

Files are held in private storage and access is limited to the person responsible and the necessary service accounts. They are used solely to build and maintain your website.

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# Lyntev products

ContactoIA, BeautyFlow IA and Clínicas Pro, and where to find help for each one.

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Lyntev products: what they do and where to find help

# Lyntev products: what they do and where to find help

ContactoIA, BeautyFlow IA and Clínicas Pro: who each product is for, prices, the free trial and a link to each help centre.

Alongside bespoke websites and systems, Lyntev has three products of its own that run in the browser on desktop, tablet and mobile, with nothing to install. Each has its own help centre, with guides and PDF manuals.

## Where to find help for each product

| Product | Who it is for | Help centre |
|---|---|---|
| ContactoIA | Businesses that serve customers through WhatsApp | contactoia.lyntev.com/ajuda |
| BeautyFlow IA | Beauty salons, barbershops, beauty treatments, nails, lashes and spas | beautyflow.lyntev.com/ajuda |
| Clínicas Pro | Clinics and medical practices | clinicaspro.lyntev.com/ajuda |

> **Tip:** For questions about your account, settings or how a product works, start with that product's help centre. This help centre covers websites, projects and orders placed on lyntev.com.

## ContactoIA

AI customer service on WhatsApp and a Kanban CRM. The AI responds to your customers using your business information, and opportunities are organised in a pipeline.

Before responding on WhatsApp, the assistant is given the business's services, prices, opening hours and rules, and is tested in the laboratory. It responds in the customer's language, introduces itself as a virtual assistant and can be paused for each contact, handing the conversation over to the team.

| Plan | Price | Limits |
|---|---|---|
| Starter | 19,90 € per month | 1 user, 2000 AI responses per month, up to 1000 contacts |
| Pro | 34,90 € per month | 5 users, 6000 AI responses per month, up to 5000 contacts |
| Business | 84,90 € per month | 20 users, 20 000 AI responses per month, up to 25 000 contacts |

Free 3-day trial, with 100 AI responses, without a card. ContactoIA connects as a linked WhatsApp device, rather than through Meta's official API, and its use is subject to WhatsApp's rules.

### Requests by voice note

The customer can send a normal voice note or a compatible audio message. Where necessary, the audio is processed internally in parts to understand the full request, without silently cutting it short. ContactoIA interprets the request internally and responds to its subject in writing; it sends neither the transcript to the contact nor an audio response. This feature is included in every plan and the trial, with valid access and within the usual response allowance, without an automatic transcription surcharge.

If the audio cannot be understood, the assistant can ask for another voice note without requiring the customer to type. For a view-once message, send a normal note instead. The connection, tested AI activation, pauses and handover to the team continue to be respected. Images, videos and documents are not interpreted: only their accompanying text may be considered.

Transcription takes place on Lyntev's own server. The original audio is deleted after processing, including failures: it is not archived on the server or in backups. Only the internal transcript and necessary metadata remain linked to the message; the text may form part of the AI context and is covered by contact export and deletion. Copies in WhatsApp itself and on devices are handled separately. See the procedures and conditions in the ContactoIA voice note help.

Address: contactoia.lyntev.com

## BeautyFlow IA

Management for beauty salons: calendars by professional, online booking, customers, packages and finances.

Each salon has its own public booking link. Customers can book at any time, receive confirmation and up to 3 reminders by email and by SMS from the salon's phone, and confirm, reschedule or cancel through their personal link.

| Plan | Price | Limits |
|---|---|---|
| Starter | 19 € per month | Up to 2 active professionals |
| Pro | 39 € per month | Up to 8 active professionals |
| Enterprise | 79 € per month | Unlimited active professionals |

Free 3-day trial, without a card. SMS messages are sent from the salon's own phone, and WhatsApp messages are sent manually.

Address: beautyflow.lyntev.com

## Clínicas Pro

Management for clinics and medical practices: calendars by professional and room, patients, clinical records, online video consultations and accounts.

Online video consultations are available in every plan. From 15 minutes before the appointment, the patient joins through the consultation link on mobile or desktop, without installing anything, and waits in the waiting room until the professional admits them. Video is encrypted between participants and is not recorded; it is possible to blur the background and invite a family member or interpreter.

| Plan | Price | Limits |
|---|---|---|
| Basic | 29 € per month, per clinic | 1 healthcare professional, reception included |
| Pro | 39 € per month, per clinic | Up to 5 healthcare professionals, unlimited team |
| Ultra | 69 € per month, per clinic | Up to 10 healthcare professionals, 500 AI credits per month |

Free 3-day trial, without a card. WhatsApp reminders are messages ready to send, and automatic SMS messages are sent from the clinic's phone.

Address: clinicaspro.lyntev.com

## Conditions common to all three products

- **3 days free, without a card.** There is no automatic charge at the end of the trial.
- **Monthly payment through PayPal**, in euros, with automatic renewal and cancellation whenever you wish.
- **Your data are yours.** Each product allows data export.
- **Each product has its own terms, prices and guarantees.** Refund conditions differ between products and are set out in each product's terms.
- **They are not certified invoicing programs.** Invoices for your customers continue to be issued in your certified program.
- **There is no automatic synchronisation between the products.**

> **Important:** The products are not sold under lyntev.com's terms of sale. Withdrawal, refunds and invoicing for each product follow the conditions published at that product's address.

## Frequently asked questions

### Can the Lyntev website assistant see my account in a product?

No. The lyntev.com assistant has no access to ContactoIA, BeautyFlow IA or Clínicas Pro accounts. Use the product's help.

### Can I add a product to my website?

Yes. For example, online bookings can be handled through BeautyFlow IA or Clínicas Pro, and WhatsApp customer service through ContactoIA. You can see the combined cost in the price simulator.

### None of the products suits my case. What now?

We build bespoke systems. Start at Request a quote, choosing “Bespoke system”.

# Websites, systems and artificial intelligence for businesses.


Email
contacto@lyntev.com

Telephone and WhatsApp
+351 928 412 891

Website
lyntev.com/en


We meet at clients' premises by appointment in Leiria, Marinha Grande, Batalha, Pombal, Fátima and Praia da Vieira. Depending on the project, we can also arrange visits to other parts of Portugal.
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