

Terms and Conditions

Last updated: September 25, 2025

Welcome to our DatosdeViaje website. By using this website, you agree to be bound by the Terms and Conditions set forth below, as well as our Cookie Policy, which forms an integral part of these Terms and Conditions. We recommend that you read them carefully.

Definitions

For the purposes of these Terms and Conditions:

- **DatosdeViaje** refers to the company offering eSIM services and managing this website.
 - **User** refers to any individual accessing, browsing, or using this website and its services.
 - **Website** refers to the official DatosdeViaje website, including all pages, subdomains, and services provided therein.
 - **eSIM** refers to the electronic SIM card product offered by DatosdeViaje for use with compatible devices.
 - **Content** includes all texts, graphics, logos, images, and other materials available on the Website.
 - **Cookies** refer to small data files placed on the User's device to enhance the browsing experience and gather analytical information.
 - **Affiliate** refers to individuals or entities authorized by DatosdeViaje to promote its services in exchange for commissions.
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1. Website Use

1.1. Use of this website is reserved for individuals aged 18 or older or those under the supervision of a legal guardian.

1.2. The User may not use this website for any illegal or unauthorized purposes.

1.3. The User is responsible for maintaining the confidentiality of their account credentials.

1.4. DatosdeViaje reserves the right to deny access to the website to any individual for any reason.

1.5. By browsing the website or making purchases, the User consents to the use of cookies and other technologies to collect data, including IP address, browser type, operating system, page visit duration, visited links, and viewed pages. This information is used to improve the User's experience.

2. Products and Pricing

2.1. The products offered are subject to availability and may change at any time.

2.2. DatosdeViaje strives to represent product colors and details accurately, but cannot guarantee that the display on the User's device will be 100% accurate.

2.3. DatosdeViaje reserves the right to modify prices at any time without prior notice.

2.4. Product availability is subject to change without notice, and a purchase does not guarantee immediate product availability.

3. Orders and Payments

3.1. The User must provide accurate personal information to place orders.

3.2. DatosdeViaje accepts various payment methods. Payment information is transmitted securely via encrypted connection

3.3. By placing an order, the User agrees to pay the full price, including applicable taxes and shipping costs.

3.4. The User is responsible for ensuring the accuracy of the information provided. Any inaccuracies may result in the cancellation or non-fulfillment of the order.

4. Returns and Refunds

4.1. Returns are accepted within 55 days of purchase, provided the eSIM has not been activated and all requirements outlined in this section are met.

4.2. To request a return, the User must contact the customer support team via email or WhatsApp. Detailed instructions will be provided to complete the process.

4.3. Refunds are issued using the same payment method as the original purchase. Processing may take 0 to 30 business days after the request is approved.

4.4. DatosdeViaje will deduct an administrative fee or any costs incurred in managing the refund. The specific amount will be communicated by the customer support agent during the refund request process. The User will receive the remaining balance.

4.5. Returns and refunds will not be accepted if the eSIM or the purchased package has been activated, used, or if the outlined conditions are not met. The User is responsible for verifying all details before making a purchase.

5. Disclaimer of Liability

5.1. DatosdeViaje is not responsible for additional charges applied by other telecommunications providers, including but not limited to Telcel, Movistar, AT&T, or any other provider in Mexico or abroad. The User is responsible for reviewing their existing provider's rates and policies.

5.2. DatosdeViaje is not responsible for activation delays caused by network failures or issues with local operators.

6. Intellectual Property

6.1. All content on this website, including text, graphics, logos, images, and other materials, is the exclusive property of DatosdeViaje or its suppliers. This content is protected by copyright laws and other applicable regulations.

6.2. Use of the content is permitted only with prior written authorization from DatosdeViaje or its suppliers, except in cases where personal or educational use is allowed by law.

6.3. The User is responsible for using the website and its content appropriately, respecting intellectual property rights. The following actions are strictly prohibited:

- Reproducing, distributing, modifying, or publishing any content without authorization.
- Using content for unauthorized commercial purposes.

6.4. Any violation of intellectual property rights may result in legal actions, including civil lawsuits and monetary penalties.

7. Limitation of Liability

7.1. DatosdeViaje shall not be held liable for direct, indirect, incidental, consequential, or special damages arising from the use of the website, the products, or the services offered, including but not limited to:

- Product incompatibility with the User's device.
- Local telecommunications restrictions.
- Errors or interruptions in services provided by third parties.
- Incorrect or negligent use of the product by the User.

7.2. The User assumes responsibility for ensuring their device is compatible with eSIM technology and for verifying local restrictions before traveling.

7.3. Under no circumstances shall DatosdeViaje be held liable for economic losses, business interruptions, data loss, or any other damages exceeding the amount paid by the User for the purchased product or service.

7.4. DatosdeViaje shall not be held responsible for service interruptions caused by weather conditions, legal disputes, or failures in external telecommunications networks.

8. Modifications

8.1. DatosdeViaje reserves the right to update and modify these Terms and Conditions periodically without prior notice. Users are encouraged to review this page regularly.

9. Cookies

9.1. When browsing this website, the User agrees to the use of both first-party and third-party cookies, as detailed in our Cookie Policy, which forms an integral part of these Terms and Conditions. These cookies are employed to personalize the User's experience, attribute purchases, analyze traffic sources, and ensure the proper operation of our services. Please note that if the User chooses to decline cookies, only non-essential cookies will be deactivated; cookies essential for the proper functioning of the website will remain active. We strongly recommend reviewing our Cookie Policy for a comprehensive understanding of the purpose, management, and configuration of cookies on our site.

10. Information Collected During the Purchase Process

10.1 When making a purchase on our website, certain information is collected to process the order. This includes, but is not limited to:

- Full name
- Email address
- Purchase amount
- Applied discounts
- Any other transaction-related data, excluding banking and payment information

10.2 All the aforementioned information is stored in our database.

10.3 If a purchase is made using a discount code or affiliate link, information associated with that purchase (such as name, email address, and transaction amount) will be made available to the affiliate linked to the code or link. This information is shared solely to calculate and process affiliate commissions.

10.4 We do not store or have access to any confidential payment information. We use a payment gateway called STRIPE, which securely processes all payments. Any payment-related information is managed directly by Stripe. DatosdeViaje only has access to the information provided by STRIPE, including but not limited to the last four digits of the payment card, the amount paid, card type, and card country.

11. Disclaimer

11.1 DatosdeViaje shall not be held responsible for any damage, cost, loss, or expense incurred by the User as a result of using our products or services.

11.2 Similarly, DatosdeViaje shall not be held responsible for damages, costs, or losses if the product does not work or does not function correctly, including any inconvenience caused during the use of the service.

11.3. DatosdeViaje shall not be held liable for product functionality issues due to technical incompatibilities, user errors, or local restrictions beyond its control.

12. Scope and Limitation of Coverage

12.1 The packages purchased operate only in the countries listed in their description at the time of purchase.

12.2 The packages include coverage exclusively in the countries listed on the website. The service cannot be used in a country that is not included in the package.

12.3 The packages that include coverage in Mexico will operate within Mexican territory, while packages that do not list Mexico will not have service within the country.

12.4 DatosdeViaje does not guarantee functionality or provide refunds for attempts to use the service outside the regions specified in each package.

13. Scope and Limitation of Coverage

13.1 In accordance with Art. 4-A and Art. 29, IV of the LIVA, these services are not subject to IVA when consumed outside the Mexican territory.

13.2 The only packages subject to IVA are those that include Mexico as part of their coverage.

14. Sharing of Information with Affiliates

14.1. In the event that the User makes a purchase using a discount code or affiliate link, DatosdeViaje will share the following information related to the purchase with the affiliate linked to the code or link:

- Purchase date
- First name
- Last name
- Product purchased
- Transaction amount

14.2. This information is shared solely for the purpose of allowing the affiliate to receive the corresponding commission for the sale generated through their discount code or affiliate link.

14.3. Affiliates will not receive sensitive information, such as payment details or any additional personal information unrelated directly to the transaction.

Contact Us

If you have any questions or concerns about these Terms and Conditions, please feel free to contact us.