S.T.A.R.

Consumers and complaints

To whom the service is addressed, the rights consumers keep in any case, and how a complaint is handled.

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S.T.A.R. is an independent project of Andrea Cavazzini, Italy: it is not a company. The software is released under the Apache License 2.0; each module declares its state, TRL 6 at most, not flight-qualified and not certified.

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Article 1 — Consumers and complaints

1.1 In the current phase S.T.A.R. sells nothing and offers no service on request: everything on this site is free, and the engineering assessment and the paid work this document describes are not offered. This document stays as written until a lawyer or Andrea reviews it.

Article 2 — To whom the service is addressed

2.1 The engineering assessment is designed for companies, research groups and professionals. Nothing on this website is sold to consumers. If a consumer (a person acting outside any business or profession) nevertheless signs a contract, every right the law gives consumers applies, whatever the contract says.

Article 3 — Right of withdrawal for consumers

3.1 A consumer who signs a contract at a distance may withdraw within 14 days without giving a reason (Codice del consumo, art. 52). If the consumer asks expressly for work to start before the 14 days end, and acknowledges that the right is lost once the service has been fully performed, the right ends when the work is complete (art. 59(1)(a)); if they withdraw before, they pay only for the part already performed.

Article 4 — Complaints

4.1
- Write to Info.and.News.S.T.A.R@proton.me with the subject "Complaint", saying what went wrong and what you ask.
- You receive an acknowledgement within 7 days and a reasoned answer within 30 days.
- If the answer does not satisfy you, mediation may be proposed before going to court; for consumers, the court of their place of residence is competent.

4.2 The European online dispute resolution platform (ODR) was closed on 20 July 2025 (Regulation (EU) 2024/3228) and is therefore not linked here.

Article 5 — Supervisory authorities

5.1 For personal data: Garante per la protezione dei dati personali. For unfair commercial practices: Autorità Garante della Concorrenza e del Mercato.

Annex — Legal acts cited in this document

Each act cited in the text, with its official source. The title was read from the official source on the date shown (EUR-Lex through the Publications Office for the European Union, Normattiva for Italy). Listing an act says where it is published; it is not an assessment of compliance.

Act	Official title (as verified)	Official source	Verified
Regulation (EU) 2024/3228 (end of the ODR platform)	Regulation (EU) 2024/3228 of the European Parliament and of the Council of 19 December 2024 repealing Regulation (EU) No 524/2013, and amending Regulations (EU) 2017/2394 and (EU) 2018/1724 with regard to the discontinuation of the European Online Dispute Resolution Platform (Text with EEA relevance)	https://eur-lex.europa.eu/eli/reg/2024/3228/oj	2026-10-21
Consumer Code (Legislative Decree 206/2005)	DECRETO LEGISLATIVO 6 settembre 2005, n. 206	https://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legislativo:2005-09-06;206	2026-10-21

Annex — Version history

Date	Version	Change
2026-10-15	1.0	First publication: notice, terms, privacy, cookies, evidence disclaimer, security, licences, trademarks, accessibility, infrastructure, AI use, space and export, contributions.
2026-10-15	1.2	Added acceptable use, minimum age, payments and invoicing, consumers and complaints, requests to third parties, personal data breaches and the record of processing; the terms now state the age rules and link the payment rules. Added the permission matrix, the forms and, per package, the compliance sheet, SBOM and citation files.
2026-10-21	2.0	PDF edition: every document is now a formal multi-page PDF with a cover, a table of contents, articles and numbered clauses, page numbers and an integrity block with the SHA-256 of the published text. The words of the documents are unchanged.

Integrity of this document

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