

RemConex Ltd Terms and Conditions

Website Terms and Conditions

Effective Date: 28th March 2025

These Terms and Conditions ("Terms") govern your access to and use of the RemConex website and platform (collectively, the "Service") provided by RemConex Ltd ("we", "us", or "our"). By accessing or using our Service, you agree to be bound by these Terms. If you do not agree, please do not use the Service.

1. About Us

RemConex Ltd creates bespoke 30-minute sensory video experiences for individuals in care. Our services include the creation and digital delivery of personalised content designed to support emotional wellbeing, cognitive stimulation, and connection.

Company Registration Number: 14898680

Registered Office: Flat 9, Benellen Towers, Benellen Avenue, Bournemouth, Dorset, BH4 9LT, UK

Contact: info@remconex.com

2. Eligibility & Access

You must be at least 18 years old to use our Service.

Access is granted solely for lawful purposes and may not be used to distribute, reproduce, or commercialise content in violation of these Terms.

The Service is designed for professional carers, care groups, nursing homes, hospices, and families using the videos for non-commercial care purposes.

3. Our Services

We produce tailored video experiences using content provided by the customer (photos, messages, music preferences, etc.).

Our content is created for sensory engagement, reminiscence, and wellbeing — not for diagnosis, therapy, or clinical treatment.

Turnaround times and delivery methods are outlined at point of purchase. Delays caused by incomplete submissions are not our responsibility.

4. Subscriptions and Billing

Certain services may be offered on a subscription basis (e.g. monthly or annual packages for care groups).

Subscriptions auto-renew unless cancelled at least 7 days before the next billing cycle.

You can manage your subscription and billing via your RemConex account or by contacting us. Prices may change with notice. Continued use after changes constitutes acceptance of the new pricing.

5. Care Group Licensing

Care homes, hospices, and professional organisations may purchase group access licences for shared use among staff or residents.

Group licences do **not** grant rights to redistribute videos outside the organisation or to third parties. Each licence is subject to the terms agreed at the time of subscription or purchase.

6. Intellectual Property

All original content produced by RemConex Ltd (including videos, audio, visuals, and branding) is owned by us.

You are granted a limited, non-exclusive, non-transferable licence to use the content for personal or care-setting use.

Redistribution, resale, or public broadcast of our content without written permission is strictly prohibited.

7. User Content and Rights

You retain ownership of the content you provide to us.

By submitting any content, you grant us a non-exclusive right to use, adapt, and incorporate it solely for creating your video.

You are responsible for ensuring that you have the legal rights and permissions for all content you provide.

8. Refund Policy

Due to the personalised nature of our videos, refunds are not provided once production has begun. If there is a fault with the final product caused by us, we will offer a revision or refund at our discretion.

9. Data Protection & Privacy

We comply with the UK GDPR and Data Protection Act 2018.

Personal data is used only for the purpose of creating and delivering your video.

Please see our [Privacy Policy](#) for full details.

10. Availability & Service Modifications

We do our best to ensure uninterrupted access but cannot guarantee the platform will be free of delays, downtime, or technical issues.

We may modify or discontinue parts of the Service at any time without liability.

11. Disclaimers

Our videos are intended to support wellbeing but are not a substitute for medical or psychological treatment.

We make no guarantees regarding emotional or cognitive outcomes.

The effectiveness of our content may vary between individuals and care settings.

12. Limitation of Liability

To the fullest extent permitted by law, RemConex Ltd shall not be liable for indirect, incidental, or consequential damages.

Our total liability for any claim related to the Service will not exceed the amount paid by you in the preceding 12 months.

13. Termination

We reserve the right to terminate or suspend your access for breach of these Terms.

You may terminate your subscription or account at any time.

14. Governing Law

These Terms are governed by the laws of England and Wales. Disputes arising from these Terms will be resolved exclusively in the courts of England and Wales.

Contact Us

For questions, complaints, or assistance:

Email: info@remconex.com