RELCOM

Relcom Terms

The general contract for all Relcom products — Resources, ID, Press, Support and Verify.

Version 1.0 · Updated November 21, 2026
https://relcom.app/legal/terms/2026-11-21

1. Who the contract is between

Relcom products are provided by Reliable Communications s.r.o., Prokopova 2856/10, Žižkov, 130 00 Praha 3, Czech Republic, registration number 03613607, VAT number CZ03613607, entered in the commercial register of the Municipal Court in Prague, Section C, Insert 233945 (below: "Relcom", "we").

"You" are the person or company that created an account and uses at least one product.

These terms are the same for all products. The following form part of them:

- the product annex of each product you use;
- the price list;
- the acceptable use policy;
- the data processing agreement.

If a product annex says something different from these terms, the annex applies to that product. If a separate written contract has been signed with you, it takes precedence over this page.

All documents of the contract are published in one place, at relcom.app/legal. The products' websites link to them and have no terms of their own. If you come across other terms on a product's website, the version at relcom.app/legal applies. Separately from the contract, Relcom ID and Relcom Verify have their own policies for people who sign in to our customers' websites or go through a check: these people are not our customers, and we process their data on the customer's instructions (see the data processing agreement). Relcom Resources has its own policy on the data of sites and agent machines (logs, build checks, the connector) at resources.relcom.com/legal/privacy.

2. How the contract is concluded

The contract is concluded when you create an account or order a paid plan and confirm that you accept these terms. We send a confirmation to your email with a link to the version you accepted and its text as a PDF file. The contract is concluded at the moment we confirm the creation of the account or the order.

Before you order a paid plan, we show on one screen what you are buying, the price including tax for the period, the term for which the plan renews, and how to cancel it. You can check and correct the data you entered before you press the button. The order button is labelled "Order with obligation to pay": pressing it places your order. Payment is then taken by Stripe on its own page; its button only processes the payment for the order already placed.

We keep a record of when you accepted the terms and the price list, and which version of each. Past versions remain available at permanent addresses.

The terms are published in English, Czech, Russian and German, and the contract can be concluded in any of them. If the versions differ, the English version applies to companies. A consumer may rely on the version in the language in which they placed the order.

3. Account

You have one Relcom ID account for all products. Give an email address that you have access to. Do not give your password or second factor to anyone: you are responsible for actions in your account. If you think someone else has signed in to your account, write to info@relcom.com.

In the cases in section 11 we may close sign-in to the account. Open sessions in all products then end; your sites, blogs and chats are not deleted.

An account may be created by a person aged 18 or over. If the account is created for a company, you confirm that you are entitled to act on its behalf.

4. Free and paid plans

Each product has a free plan with limits, and paid plans. What a plan includes and how much it costs is set out in the price list.

We may change or close a free plan after giving you notice by email at least 30 days in advance.

5. Price and payment

- Prices are stated in euros and include VAT where it applies. The price is the same for all buyers. Companies from other EU countries with a valid VAT number pay it under the reverse charge rule: no tax is charged on their invoice.
- A paid plan is paid in advance, for one month. It renews automatically for the next month until you cancel it.
- Payment is taken by the payment service Stripe. We do not receive or store card details.
- You receive an invoice by email for each payment.
- Payment is made by the method stated at the time of the order: in the product itself or in your single Relcom account.

6. Changing plan and cancellation

You can cancel a plan at any time in the product console or in the account. The plan remains in effect until the end of the paid month and is not renewed again. After that the product moves to the free plan; what happens to the data in that case is set out in the product annex.

When you move to a more expensive plan, the difference for the remaining days of the month is charged immediately. When you move to a cheaper plan, the new plan takes effect from the next month. Until then you use the previous plan; there is no refund or credit of the difference.

7. Refunds

First purchase. Within 14 days after the first payment for a paid plan you may withdraw from it, and we will refund the money in full, with no deduction for the days used. This applies to both private individuals and companies. If you cancel the plan in the console within these 14 days, that is your withdrawal: the plan moves to the free plan at once and we refund the money.

If you are a consumer, you have the right to withdraw from the contract within 14 days from the day it was concluded, without giving reasons. To do so, before the end of that period send us an unequivocal statement at info@relcom.com or cancel the plan in the console; you can use the model withdrawal form at the end of the terms. We will refund everything you paid no later than 14 days after we receive the statement, by the same method you used to pay, and without fees. The service begins to be provided immediately after the order, at your request; despite this, if you withdraw within the period we retain nothing for the days used.

After that. A paid month is not refunded: cancellation takes effect from its end. The exception is section 11. We do not pay compensation for interruptions in operation: standard plans carry no availability commitment, see section 10. If you are a consumer and the service does not conform to the contract, you keep your rights under the law: you may require us to remedy the defect and, if we do not do so within a reasonable time, a proportionate price reduction or withdrawal from the contract with a refund for the time when the service did not conform to the contract. Write to info@relcom.com about the defect; we will reply no later than 30 days afterwards.

8. Price changes

We may change prices. We give notice of an increase by email at least 30 days in advance. The new price applies from the first month that begins after that period. If you do not agree with it, cancel the plan before it takes effect: you will use the rest of the paid month at the old price.

9. If a payment fails

If we are unable to charge the payment, we notify you by email and try again. The product continues to run on the paid plan for a further 14 days. If the payment has not gone through within that time, the paid plan is switched off:

- the product moves to the free plan and its limits;
- anything that cannot run on the free plan is stopped. What exactly is set out in the product annex;
- the data of what has been stopped is kept for 60 days after the paid plan is switched off, then deleted with no possibility of recovery. The period is the same for all products;
- anything that continues to run on the free plan is not deleted.

As soon as the payment goes through, the plan is restored.

10. Availability and changes

We endeavour to keep the products running at all times, but we do not promise that they are always available and work without errors. A service level (SLA) is not guaranteed unless agreed in writing.

We may change, add and remove features. We give notice by email at least 30 days in advance of a change that removes something your site relies on.

If we decide to close a product entirely, we will give at least 90 days' notice, refund payment for the unused time and allow you to export your data throughout that period.

11. Suspension and termination by us

We may suspend a product or an account if you breach these terms or the acceptable use policy, create a risk for other customers or for the service, or if the law requires it. When we can, we notify you first and give you the opportunity to put it right. If the risk is immediate, we act first and notify you immediately afterwards, with an explanation of the reason. In the notice we state what exactly is restricted and for how long, which clause of the terms or rule of law this is based on, which facts led to it and how to object.

If we terminate the contract for a reason other than your breach, we refund payment for the unused time.

You can object to a suspension by email to info@relcom.com. We will reply within 14 days.

12. Yours and ours

What you host and enter in the products — sites, texts, images, the data of your users and visitors — remains yours. You permit us to use it only so that the products work for you.

The software, design and texts of the products belong to Relcom, except for open-source components: they

have their own licences.

13. Data

How we handle data about you is set out in the privacy policy.

The data of your users, visitors and readers is yours. You are responsible for it, and we process it on your instructions under the data processing agreement.

14. Assistants and connected services

You may allow an AI assistant or another service to work with your products through a connector. Such a service acts on your behalf and within the permissions you selected on the consent page. This is your choice and your instruction to us. You are responsible for what the assistant did at your request.

The assistant does not make payments or change plans in any product: connectors have no such actions. The rest depends on the product:

- **Resources.** The assistant prepares a version of the site, and you confirm publication in the cabinet unless you have allowed that connection to publish checked updates without confirmation. On an agent machine the assistant runs commands, writes files and starts services (Resources annex, section "Machines for AI agents").
- **Press.** The assistant publishes articles only if you have granted it a separate publishing permission on the consent page. It is off by default.
- **Support.** An assistant with the permissions granted can reply to visitors and publish help-centre articles without separate confirmation in the console.
- **ID.** An assistant with the permissions granted can create and delete users and applications. Deleting a project requires its name to be entered.

Actions of the assistant within the permissions you granted are treated as your actions. You can revoke the assistant's access at any time in the product console.

15. Liability

You are responsible for your site, blog and project and for what you do through them.

To the extent permitted by Czech law, Relcom is not liable for indirect loss or loss of profit, and our total liability to you is limited to the amount you paid us in the last 12 months, but not less than 100 euros. Neither this limit nor the exclusion of indirect loss and loss of profit applies to consumers: towards them we are liable as the law provides.

Nothing here limits liability that cannot be limited by law: for harm caused intentionally or through gross negligence, for harm to health, and your rights as a consumer.

16. Where we do not sell

We do not provide the products to buyers who are located or registered in Russia, Belarus, Iran, North Korea or Syria, or in the territories of Ukraine that are not controlled by its government (Crimea and the Donetsk, Luhansk, Zaporizhzhia and Kherson regions), or to persons on the sanctions lists of the European Union. The list changes together with the EU restrictions. By creating an account, you confirm that this does not apply to you. Before payment we ask for your country, and after payment we check it against the billing address. If your country is Ukraine, you confirm that you are not located in the territories listed. If the country or the address falls under these restrictions, we cancel the plan and refund the payment.

17. Law and disputes

These terms are governed by the law of the Czech Republic. Disputes with companies are heard by the court for the place of Relcom's registered office in Prague. A consumer may bring proceedings in the courts of the country where they live, and we may bring proceedings against a consumer only there.

If you are a consumer and live in another country, this does not deprive you of the protection of the mandatory rules of the law of your country. A consumer may apply for out-of-court resolution of a dispute to the Česká obchodní inspekce (Czech Trade Inspection Authority, coi.gov.cz/informace-o-adr). This is free of charge. But it is better to write to us first.

18. Changes to the terms

We may change these terms. We give notice of a material change by email at least 30 days before it takes effect, unless the law or a security threat requires the change to take effect sooner. If you do not accept it, you may withdraw from the contract before then; we will refund payment for the unused time. If you have not withdrawn by the time the change takes effect, it applies to you as well.

19. Contact

info@relcom.com — Reliable Communications s.r.o., Prokopova 2856/10, Žižkov, 130 00 Praha 3, Czech Republic. Complaints about the content of customers' sites: abuse@relcom.com.

Model withdrawal form

Complete and send this to info@relcom.com only if you wish to withdraw from the contract.

> To: Reliable Communications s.r.o., Prokopova 2856/10, Žižkov, 130 00 Praha 3, Czech Republic, info@relcom.com.
>
> I hereby give notice that I withdraw from the contract for the provision of the service: (name of the product and plan).
>
> Date of order: …
>
> First name and surname: …
>
> Account email address: …
>
> Date: …