

Recovero.me Ltd Subscription Terms of Use

Effective Date: July 17th, 2025

Last Reviewed and updated Date: September 2nd 2025

Policy Review Date: July 2026

Please read these Subscription Terms of Use ("Subscription Terms") carefully before subscribing to Recovero.me Ltd (the "Service") operated by Recovero.me Ltd ("us," "we," or "our"). These Subscription Terms set out the legally binding terms and conditions for:

- Your use of the Recovero.me Ltd platform (www.recovero.me), including all Recovero.me Ltd software embedded within the platform and app.
- Your use of the Recovero.me Ltd free Physiopack and Massage Gun.
- Your Recovero.me Ltd Subscription and all services included within the subscription.

Your subscription to and use of the Service is conditioned on your acceptance of and compliance with these Subscription Terms. These Subscription Terms apply to all subscribers and users who access or use the Service via a subscription. If you are accessing the Service through an employment wellbeing programme please refer to your HR department for further information.

By subscribing to or using the Service, you agree to be bound by these Subscription Terms. If you disagree with any part of the Subscription Terms, then you may not subscribe to or use the Service.

These Subscription Terms are in addition to, and incorporate by reference, our [General Terms of Use](#) (the "General Terms"). In case of any conflict between these Subscription Terms and the General Terms, these Subscription Terms shall prevail solely with respect to your subscription to the Service.

1. Subscription

1.1 Subscription Plans: We offer various subscription plans, details of which are available on our website at www.recovero.me/pricing. Each plan may have different features, access levels, prices, and billing cycles (e.g., monthly, annually). Each subscription plan has a minimum length of 3 months, if monthly billing cycles are selected.

1.2 Auto-Renewal: Unless otherwise stated for a specific plan, all subscriptions are set to automatically renew at the end of each billing cycle. By providing your payment information at the point of sign up, you authorize us to charge the applicable subscription fee for the next billing cycle upon renewal.

1.3 Price Changes: We reserve the right to change our subscription fees for future billing cycles. We will provide you with reasonable prior notice of any change in subscription fees before they become effective. This will be communicated to you via email. Your continued use of the Service after the subscription fee change comes into effect constitutes your agreement to pay the modified subscription fee amount.

1.4 Access to services: In order to use a Subscription, you must subscribe, pay any applicable subscription fees as and when due, and create an account. You agree to provide true, accurate and complete information and keep your Account information current and updated. You shall not select or use as a username (i) a name of another person with the intent to impersonate that person; (ii) a name subject to any rights of a person other than yourself without appropriate authorization or (iii) a name that is obscene, hateful, racially or ethnically offensive, or is otherwise inappropriate. You must have an active Subscription in order to maintain access to the services. If you do not maintain an active Subscription, this agreement shall terminate.

1.5 Use of service: It is your responsibility to engage and complete properly any treatment plan from your Physiotherapist including but not limited to; advice, prescribed exercises and the Physiopack. Should you not engage or complete your treatment plan properly and timely your symptoms may not improve as expected.

2. Billing and Payments

2.1 Payment Information: You must provide accurate and complete billing information, including a valid payment method (e.g., credit card). By subscribing, you authorize us to charge your selected payment method for all fees incurred in connection with your subscription. We may collect payments from you directly or we may use a third-party payment processor to bill

you through a payment account linked to your Account on the Services for your Subscription. The processing of payments by a Payment Processor will be subject to the terms, conditions and privacy policies of the Payment Processor in addition to this Agreement. We are not responsible for any errors by a Payment Processor. By choosing to purchase a Membership, you agree to pay us, either directly or through a Payment Processor, all Membership Fees and other charges at the prices then in effect and in accordance with the applicable payment terms and you authorize us, through a Payment Processor, to charge your chosen payment provider. You agree to make payment using your selected Payment Method. We reserve the right to correct any errors or mistakes that we or a Payment Processor make even if we or a Payment Processor have already requested or received payment.

2.2 Billing Cycle: Subscription fees are billed in advance on a recurring, periodic basis (e.g., monthly, annually) according to your chosen plan.

2.3 Failed Payments: If a payment fails, we may suspend or terminate your access to the Service. We reserve the right to retry failed payments and/or contact you to update your payment information. Should payment fail for any minimum contracted period (e.g., first three months) and we do not receive payment within a timeframe of our discretion, we will instruct a third party debt collection agency to collect the outstanding monies. This will incur an additional £75+VAT collection fee, charged by the third party debt collection agency payable alongside the outstanding monies due.

2.4 Taxes: All prices listed are exclusive of any applicable taxes unless otherwise stated. You are responsible for all applicable taxes arising from your subscription.

3. Free Trial

3.1 Availability: We may, at our sole discretion, offer a subscription with a free trial for a limited period. You may be required to enter your billing information in order to sign up for the free trial. Inclusion of Clause 3 does not mean you are entitled to a free trial.

3.2 Trial Conversion: If you do enter your billing information when signing up for the free trial, you will not be charged by us until the free trial has expired. On the last day of the free trial period, unless you cancel your subscription, you will be automatically charged the applicable subscription fees for the type of subscription you have selected.

3.3 Cancellation During Trial: At any time and without notice, we reserve the right to (i) modify the terms and conditions of the free trial offer, or (ii) cancel such free trial offer.

4. Cancellations and Refunds

4.1 Cancellation by You: You can cancel your subscription at any time through your account settings

4.2 Cancellation:

4.21 Effect of Cancellation: When you cancel your subscription, you will retain access to the Service until the end of your current paid billing period. At the end of that period, your subscription will not renew, and your access to the Service will cease.

4.22 Cancellation Period: Should you cancel your subscription after the advanced payment date within the next billing cycle as per 2.2, you will still be charged for the next billing cycle, your Subscription will not renew after this and your access to the Service will cease.

4.3 Refunds:

4.31 No Refunds for Partial Periods: We do not offer refunds or credits for partially used subscription periods or for unused portions of your subscription if you cancel mid-period.

4.32 Annual Subscriptions: For advanced paid annual subscriptions, a refund may be provided within 14 days of the initial subscription start date or the annual renewal date, provided you have not extensively used the Service during that period. Should you cancel within 14 days you will be charged the cost of the Physio Pack and Massage Gun (dependent on your subscription level) plus an admin fee. Refunds beyond this initial period or for significant usage are at our sole discretion.

4.33 Exceptional Circumstances: Any exceptions to this refund policy are at our sole discretion.

4.4 Termination by Us: We may terminate or suspend your subscription immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach these Subscription Terms or the General Terms. Upon termination by us, you may be entitled to a pro-rata refund for the remaining term of your subscription, at our sole discretion.

5. Changes to the Service and Subscription Terms

5.1 Service Modifications: We reserve the right to modify or discontinue any part of the Service, temporarily or permanently, with or without notice at any time. We will not be liable to you or to any third party for any modification, suspension, or discontinuation of the Service.

5.2 Subscription Terms Changes: We may revise these Subscription Terms at our sole discretion at any time. The most current version will always be available on our website. If a revision is material, we will try to provide at least 30 days' notice prior to any new terms taking effect. By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised Subscription Terms. If you do not agree to the new terms, please cancel your subscription.

6. Disclaimer of Warranties and Limitation of Liability

The provisions in Sections 6 and 7 of our [General Terms of Use](#) (General Terms - Disclaimer and Limitation of Liability) apply to your subscription and use of the Service. Without limiting those provisions, we do not warrant that your subscription to the Service will be uninterrupted or error-free.

7. Governing Law

These Subscription Terms shall be governed and construed in accordance with the laws of the United Kingdom, without regard to its conflict of law provisions.

8. Medical Advice

The Recovero.me Ltd platform and any software, including but not limited to; the digital assessment tool, is not a medical device and any Recovero.me Ltd Services are not medical advice.

Recovero.me Ltd provides the Services for you to document, track, manage, and share your injury and wellness related information. All Content available through the platform and Services is for general fitness and informational purposes only. Recovero.me Ltd Services (e.g. digital assessment, physiopack, exercise library) are intended solely for personal wellness tracking and improvement and not for making any medical decisions.

You should always consult a qualified and licensed medical professional prior to beginning or modifying any diet, exercise, consultations, or training program. You agree that your exercise and athletic activities carry certain inherent and significant risks of bodily injury, death or property damage, and that you voluntarily assume all known and unknown risks associated with these activities.

Use of the Services, or communication with us via the internet, e-mail or any other means, does not create any doctor-patient relationship. The Services and any results or Content displayed via the Services, whether provided by Recovero.me Ltd or third parties, do not provide medical advice and are not intended to be a substitute for (i) advice from your doctor or other medical professionals, or (ii) a visit, call, or consultation with your doctor or other medical professionals.

The Services and the Recovero.me Ltd platform are not a medical device. The Services do not and are not intended to diagnose, prevent, monitor, treat or alleviate disease, diagnose, monitor, treat, alleviate or compensate for an injury or handicap, investigate, replace or modify the anatomy of a physiological process, control conception, or achieve its principle intended action in or on the human body by pharmacological, immunological or metabolic means, even if it is assisted in its function by such means.

If you have any medical questions, please call or see your doctor or other healthcare provider. You should never disregard medical advice or delay in seeking medical advice because of any Content presented on the Services.

The Recovero.me Ltd Services and the Recovero.me Ltd platform are not intended for emergency or life-threatening situations. If you believe you are experiencing a medical emergency, contact your local emergency services immediately.

All Recovero.me Ltd Physiotherapists are independent contractors bound by Recovero.me Ltd's employment terms and conditions. Whilst we ensure all physiotherapists are registered with the HCPC and CSP and maintain relevant insurance, Recovero.me Ltd are not responsible for the advice given by the physiotherapists. Recovero.me Ltd conduct random audits to ensure advice given is appropriate and clinically correct.

The Recovero.me Ltd digital assessment is a tool for the Physiotherapists to use to guide your treatment plan. Whilst there are specific prompts in the assessment for specific answers, you are responsible for contacting or visiting your GP or emergency services, should it be required.

The Recovero.me Ltd Physiopack is intended to be used alongside your treatment plan with guidance from your physiotherapist. Use of the items included is at your sole discretion and it is your responsibility to use the items properly. Recovero.me Ltd are not responsible for any issues, injury, bodily harm, death caused by use of the physiopack and items contained within.

9. Contact Us

If you have any questions about these Subscription Terms, please contact us:

- By visiting this page on our website: www.recovero.me/contact-us