

General Terms and Conditions - Reducept App (B2C)

Version: September 2025

Article 1 - Definitions

General Terms and Conditions: these terms and conditions of Reducept B.V.

Consumer: the natural person who downloads the Reducept App via the App Store or Google Play Store, or purchases a subscription directly through the Reducept website, and who is not acting in the course of a profession or business.

App: the Reducept pain education app designed for use on smartphones. The app is called *Painfree by Reducept* and has a separate website (www.painfree.app), but it is fully developed, owned, and managed by Reducept.

Subscription: the access right to use the App, obtained via the App Store, Google Play Store, or directly through the Reducept B2C website www.painfree.app.

Right of Withdrawal: the Consumer's right to cancel the subscription within 14 days of purchase, unless use of the App has already started.

Article 2 - Company Information

Reducept B.V.

Email: info@reducept.com

Chamber of Commerce (KvK): 74239678

VAT: NL859821432B01

Article 3 - Applicability

These terms and conditions apply to all use of the Reducept App by the Consumer.

Article 4 - License

The App is licensed, not sold. The Consumer receives a personal, non-transferable, and non-exclusive right of use.
It is not permitted to copy, resell, or otherwise commercially exploit the App.

Article 5 - Prices and Payment

The prices for subscriptions are listed in the App Store, Google Play Store, or on the Reducept Painfree.app website (www.painfree.app).

The Consumer pays the price applicable at the time the subscription is taken out, unless explicitly agreed otherwise.

Depending on the chosen payment method:

- **Subscription via the App Store (Apple) or Google Play Store:**
Payment is processed through Apple or Google using the payment method selected by the Consumer. Apple or Google are responsible for handling the payment transaction.
- **Subscription directly via the Reducept Painfree.app website:**
Payment is made directly to Reducept using one of the payment methods offered on the website.

Reducept reserves the right to change prices. Any price changes will be communicated via the App Store, Google Play Store, or the Reducept website.

In the event of a price change for an ongoing subscription, the Consumer has the right to cancel the subscription before the new price takes effect.

Article 6 - Subscriptions and Termination

Subscriptions are offered on a monthly or yearly basis and renew automatically unless cancelled in time by the Consumer.

Depending on the chosen payment method:

- **App Store (Apple) or Google Play Store:**
Cancellation must be made directly via the Consumer's Apple or Google account settings.
- **Subscription via the Reducept website:**
Cancellation can be made through the Consumer's account settings on www.reducept.com.

Cancellation must be completed before the next renewal date to avoid additional charges.

Article 7 - Right of Withdrawal

The Consumer has a 14-day cooling-off period after purchase.

Once the Consumer opens the App and begins using it, they acknowledge that the Right of Withdrawal no longer applies.

Article 8 - Use of the App

The App may only be used for personal purposes.

The Consumer is responsible for correct use of the App and its educational content.

The App may not be used for commercial or unlawful purposes.

Article 9 - Warranty and Functionality

Reducept aims to ensure the App functions properly but does not guarantee uninterrupted or error-free operation.

Any updates will be made available automatically via the App Stores or the Reducept website.

Problems or technical issues can be reported via info@reducept.com.

Article 10 - Liability and Medical Disclaimer

Reducept is not a medical care provider, and the App does not offer medical diagnosis or treatment.

The App is intended as an educational tool to support pain education.

In case of health complaints, the Consumer is strongly advised to consult a physician.

Reducept is not liable for any damages resulting from use of the App, except in cases of intent or gross negligence.

Article 11 - Intellectual Property

All rights to the App, texts, logos, designs, and content belong to Reducept.

It is not permitted to copy, modify, or distribute any part of the App without prior written consent from Reducept.

Article 12 - Privacy

For information on the processing of personal data, Reducept refers to its privacy policy available at www.painfree.app or www.reducept.com.

Article 13 - Complaints Procedure

Complaints can be submitted via info@reducept.com.

Reducept will respond within 14 days of receipt.

If a complaint requires a longer processing time, the Consumer will receive a confirmation with an estimated response time.

Article 14 - Applicable Law and Jurisdiction

These terms and conditions are governed exclusively by Dutch law.

Any disputes will be submitted to the competent court in Amsterdam, unless mandatory law provides otherwise.

Article 15 - Precedence of the Dutch Text

In the event of discrepancies between translations, the Dutch version of these terms and conditions shall prevail.