

Reemio Terms & Conditions

Last Updated:

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1. PLATFORM ROLE, LISTING TERMS & DISCLAIMERS

Our Role

Reemio is a digital platform that connects tenants and buyers with landlords, property managers, agents, and developers. Our role is limited to facilitating these connections and does not extend to acting as a property agent, broker, or guarantor for any transaction.

How Listings Work

All property listings on Reemio are created exclusively by the Reemio team. Unlike other platforms, property owners, agents, or caretakers cannot self-list. Our team conducts physical visits to capture high-definition photos, videos, and virtual tours to maintain consistent quality standards across the platform. Reemio reserves the right to decline listing any property that does not meet our quality or presentation standards.

- **Content Package** — professional photos, videos, and virtual tours produced by the Reemio team. All content produced remains the intellectual property of Reemio. Partners who have paid for this service may use and share the content freely, however all hosted versions will carry a "Powered by Reemio" credit. Reemio does not accept photos or videos submitted by property owners or agents.
- **Featured Listings** — partners may pay to have their properties appear prominently in search results. Featured slots are available in packages.
- **Advertising** — property developers and real estate service providers may advertise on the Reemio platform.

What Reemio Does Not Do

- Conduct background checks on property owners, agents, caretakers, or developers
- Vet, screen, or verify the identity or creditworthiness of tenants or buyers
- Process rent payments, deposits, or any financial transactions between parties
- Act as a party to any rental or purchase agreement made through the platform

Tenant & Buyer Responsibility

Reemio does not charge tenants or buyers any fees for accessing or using the platform including viewing properties. Verification of a listing on Reemio confirms visual representation only and does not constitute an endorsement of the property owner, agent, or the terms of any agreement. Users are strongly encouraged to conduct their own due diligence before entering into any rental or purchase agreement. Reemio's role ends at connecting the two parties — any agreement, negotiation, or transaction is solely between the tenant/buyer and the landlord/agent.

Landlord, Agent & Developer Responsibility

Property owners, agents, and developers are responsible for conducting their own due diligence on prospective tenants and buyers. Reemio does not screen or verify users inquiring about properties. Any tenancy or sale agreement entered into is solely the responsibility of the parties involved.

Account Suspension & Listing Removal

Reemio reserves the right to suspend a partner account or remove any listing under the following circumstances:

- Upon the partner's request
- Violation of these Terms & Conditions
- At the sole discretion of Reemio
- Where a property does not meet Reemio's listing standards
- Where fraudulent or misleading information has been provided

Disclaimers

- Reemio does not guarantee the availability of any listed property at the time of inquiry or viewing.
- Property prices displayed are indicative only and may not reflect the final agreed price between parties.
- Reemio does not verify ownership of any listed property beyond the authority documentation provided.
- Virtual tours, photos, and videos are captured at a specific point in time and may not reflect the current condition of the property.
- Reemio reserves the right to modify, suspend, or discontinue any feature of the platform at any time without notice.
- Search results and property rankings on the platform may be influenced by commercial arrangements such as featured listing packages.
- Reemio is not responsible for the accuracy of information provided by property owners, agents, or developers.

- Any links or references to third party services on the platform are provided for convenience only — Reemio does not endorse or take responsibility for third party content.
- Reemio's liability in any matter shall not exceed the amount paid by the partner for the specific service in question.
- Prices for construction materials and logistics services are subject to change without notice due to market conditions and fuel price fluctuations.
- Reemio does not guarantee delivery timelines for construction materials as these may be affected by factors outside our control including weather, road conditions, and supplier availability.
- Material quantities and specifications provided are estimates only and should be verified by a qualified professional before use.
- Reemio's rental management software is provided as a tool to assist in property management and does not constitute legal or financial advice.
- Reemio is not responsible for any data loss arising from user error, third party interference, or circumstances beyond our control.
- Integration with third party software or systems is not guaranteed and is subject to the terms of those third parties.
- Reemio does not guarantee specific results or outcomes from advertising on the platform including enquiry volumes or conversion rates.
- Advertised content is the responsibility of the advertiser Reemio reserves the right to reject or remove any advertisement that does not meet our standards.
- Nothing on the Reemio platform constitutes legal, financial, or investment advice.
- Reemio complies with the Kenya Data Protection Act 2019 users are encouraged to read our Privacy Policy for full details on data handling.
- The rent calculator and any other tools provided on the platform are for guidance purposes only and do not constitute financial, legal, or investment advice.
- Results generated by any Reemio tool or calculator are based on the information provided by the user and may not reflect actual market conditions.
- The estimates generated by Reemio tools are based on available data and industry assumptions and should be used as guidance rather than definitive valuations.
- Property values and rental prices displayed on the platform do not constitute a valuation and should not be relied upon for financial or investment decisions.
- Users should seek independent financial, legal, or property advice before making any property related decisions.
- Market data, trends, or statistics displayed on the platform are for informational purposes only and may not reflect current market conditions.

2. CONSTRUCTION & LOGISTICS

Our Role

Reemio supplies construction materials and logistics services to clients. Our role is limited to the supply of materials and/or transportation as agreed with each client and does not extend to project management, site supervision, or any other construction related services.

How It Works

Reemio serves three types of clients:

- **Materials & Transportation** — clients who require both construction materials and transportation to their site
- **Materials Only** — clients who purchase materials from Reemio and arrange their own transportation
- **Transportation Only** — clients such as quarries who have their own materials and engage Reemio to transport to their clients

Quotations

All quotations issued by Reemio are valid for 5 working days from the date of issue. Reemio reserves the right to revise any quotation after this period due to changes in material or fuel prices. All prices quoted are inclusive of VAT. Reemio is tax compliant and withholding tax applies as per Kenyan tax regulations.

Orders

All orders must be confirmed in writing via a Local Purchase Order (LPO) before supply begins. For ongoing projects, clients must notify Reemio at least 24 hours in advance to pause supply. Supply will resume only upon written instruction from the client. The minimum order quantity is 1 truck load equivalent to 18 tonnes.

Order Cancellation

Cancellations must be made in advance before the truck has been dispatched. Reemio will not accept cancellations once the truck is en route to the site.

Payments

- **B2B Clients** — payment terms are negotiable and will be agreed upon between Reemio and the client prior to commencement of service. Credit periods are determined on a per client basis.
- **B2C Clients** — payment is required on delivery (COD) or close of business (COB) on the day of delivery, unless negotiated otherwise.

- In the event of late payment, the invoiced amount shall accrue 5% interest per day from the due date until payment is made in full.
- Reemio reserves the right to pause or suspend services as a result of late or outstanding payments.

Delivery & Acceptance

The client is responsible for appointing a representative at the site to inspect and sign off on delivery. Signing of the delivery note by the client or their appointed representative constitutes acceptance of the materials delivered.

Short Delivery & Quality Claims

Any claims regarding short delivery or material quality must be raised immediately upon delivery and confirmed in writing within 24 hours with supporting proof. Claims raised after 24 hours will not be entertained. Clients are encouraged to conduct inspection during offloading as this is the appropriate point to raise any concerns.

Returns

Materials may only be returned if what was delivered does not match what was ordered. Returns are not accepted for materials that have been offloaded and accepted by the client's representative.

Risk of Loss

Responsibility for materials transfers from Reemio to the client upon delivery and acceptance at the site.

Termination

Either party may terminate a service agreement if:

- There is a fundamental breach of the agreement which the defaulting party fails to remedy within 30 days of written notice
- At the discretion of Reemio where a client repeatedly defaults on payment

Force Majeure

Reemio shall not be held liable for delays or failure to deliver materials or logistics services due to circumstances beyond our reasonable control including but not limited to fuel shortages, road conditions, weather, supplier unavailability, civil unrest, or government restrictions. Notice of such circumstances will be communicated to the client within 14 days of commencement.

Disputes

All disputes arising from construction and logistics services shall be resolved through the courts of Kenya.

- Prices for construction materials and logistics services are subject to change at any time without notice due to market conditions and fuel price fluctuations.
- Quotations are valid for 5 working days only and do not constitute a binding agreement until confirmed in writing by both parties.
- Reemio does not guarantee delivery timelines as these may be affected by factors outside our control including weather, road conditions, and supplier availability.
- Material quantities and specifications provided are estimates only and should be verified by a qualified professional before use.
- Reemio shall not be liable for any indirect, consequential, or punitive damages arising from the supply of materials or logistics services.
- Reemio is not responsible for any loss or damage to materials once delivery has been completed and signed off by the client or their representative.
- Nothing in this section constitutes a partnership, joint venture, or agency relationship between Reemio and the client.

3. RENTAL MANAGEMENT SOFTWARE

Our Role

Reemio provides a cloud and web based rental management software platform accessible via web browser and mobile application. The platform is designed to assist landlords, property managers, agents, and developers in managing their properties and portfolios. Reemio is not a property agent or property manager and does not carry out property management duties on behalf of any client. The platform is purely a software tool to assist clients in managing their own operations. Reemio's role is limited to providing the software as a service and does not extend to property management, financial advice, or legal services.

Who is it for

The platform is available to:

- **Landlords** — to manage properties, tenants, payments, leases, and financials
- **Featured Listings** — to manage multiple properties and portfolios on behalf of owners
- **Advertising** — who build and manage their own properties.

How It Works

The platform is cloud based and accessible via web browser and mobile application. Reemio provides a SaaS (Software as a Service) license granting authorized users access to the platform for the purpose of property management. The license is non-exclusive, non-transferable, and limited to the subscription term.

Payment Reconciliation & Integrations

Reemio does not receive, process, or handle any payments between landlords, agents, and tenants. The platform assists clients in reconciling payments made through integrated third party channels. Reemio is integrated with MPesa, banking institutions, and KRA to facilitate reconciliation and compliance. Tenants do not use the Reemio platform to make payments.

Free Trail

New clients are entitled to a 45 day free trial which covers a full rental cycle. To continue using the platform beyond the trial period, the client must make a payment of 50% of the applicable fees before the trial period ends. Failure to do so will result in suspension of access.

Onboarding

Reemio will assist new clients with:

- Staff training on how to use the platform
- Account setup and configuration
- Uploading and migrating relevant data onto the platform

No specific device specifications are required. Clients need a compatible device with internet access to use the platform.

Users

Each subscription includes up to 6 authorized users. Additional users beyond this limit will be subject to additional charges.

Pricing & Fees

[To be confirmed — pricing schedule to be attached separately]

Data Access

Active subscribers have free access to data for the preceding 3 months on a rolling basis. Data beyond this period is available upon request and subject to charges based on the duration of retention.

Subscription & Renewal

The subscription runs for an initial term and automatically renews annually unless either party provides 6 months written notice of intention not to renew prior to the expiration of the current term.

Kick Off

Following payment and agreement signing, the platform kick off will commence within 24-48 hours subject to the client completing the following:

- Payment of all amounts due
- Assigning a point of contact for implementation
- Providing relevant data required for setup

No specific device specifications are required. Clients need a compatible device with internet access to use the platform.

Support

Following payment and agreement signing, the platform kick off will commence within 24-48 hours subject to the client completing the following:

- Remote help desk support during business hours via email, chat, or phone
- Automatic data backups
- System upgrades, security patches, and bug fixes
- Training upon request

Support — Nairobi Clients: Remote and on site support included at no additional cost for a standard period of up to 3 days.

Support — Outside Nairobi:

- Remote support provided as standard
- On site support available upon request and subject to additional charges
- Travel and accommodation expenses to be pre-approved by the client
- [Rates to be confirmed]

Suspension & Termination

- **Non Payment** — failure to settle outstanding fees will result in suspension of access. If payment is not made within [X days] of suspension, the account will be terminated.
- **Breach of Terms** — either party may terminate the agreement if a breach is not remedied within 7 days of written notice, or 30 days for less severe breaches
- **Without Cause** — either party may terminate by providing 90 days written notice
- Upon termination the client must immediately cease use of the platform and settle all outstanding payments

Data Upon Termination

- Client data will be retained securely for 3 years post termination
- Data retrieval during the retention period is subject to charges based on duration:
- Retrieval within year 1: **[to be confirmed]**
- Retrieval within year 2: **[to be confirmed]**
- Retrieval within year 3: **[to be confirmed]**
- Clients may request permanent deletion of their data by emailing info@reemioLtd.com

Intellectual Property

All rights to the platform, software, mobile application, and any enhancements remain the exclusive property of Reemio. The client is granted a limited, non-exclusive, non-transferable license to use the platform solely for the purposes outlined in this agreement. The client shall not copy, modify, reverse engineer, or redistribute the software or any part thereof.

Confidentiality

Both parties agree to keep confidential all information shared in connection with this agreement. Confidentiality obligations survive termination for 5 years.

Governing Law

This agreement is governed by the laws of Kenya. All disputes shall be resolved through the competent courts of Kenya.

Force Majeure

Reemio shall not be liable for any failure to perform its obligations due to circumstances beyond its reasonable control including but not limited to natural disasters, government actions, acts of war, civil unrest, or internet and power outages. The affected party shall notify the other within 10 days of the event. If the force majeure event persists beyond 90 days either party may terminate the agreement upon written notice.

Disclaimer

- Reemio's rental management software is provided as a tool to assist in property management and does not constitute legal or financial advice.
- Reemio does not receive, process, or handle any payments between landlords, agents, and tenants. Any payment disputes are solely between the relevant parties.

- Reemio is not responsible for any data loss arising from user error, third party interference, or circumstances beyond our control.
- Integration with third party services including MPesa, banking institutions, and KRA is provided as a convenience. Reemio is not responsible for any downtime, errors, or changes to these third party services.
- Reemio does not guarantee uninterrupted or error free access to the platform at all times.
- The client is responsible for ensuring the accuracy of all data uploaded onto the platform.
- Reemio shall not be liable for any errors or discrepancies arising from incorrect data entered by the client or their users.
- Reemio's liability in any matter shall not exceed the total subscription fees paid by the client in the 3 months preceding the event giving rise to the claim.
- Nothing in this agreement shall be construed as creating a partnership, joint venture, or agency relationship between Reemio and the client.