
TERMS & CONDITIONS

Capture what matters.

Last Updated: 21 August 2026

1. Introduction

Welcome to Echoed Moments. Echoed Moments is operated by Echoed Moments Ltd ("Echoed Moments", "we", "our" or "us"), which owns and operates the Platform and provides the services described in these Terms & Conditions.

These Terms & Conditions govern your access to and use of the Echoed Moments website and related services (collectively, the "Platform"). By creating an account or using the Platform, you agree to be bound by these Terms & Conditions. If you do not agree to these Terms, you must not use the Platform.

These Terms & Conditions should be read alongside our:

- Privacy Policy
- Acceptable Use Policy
- Refund & Cancellation Policy

Together, these documents form your agreement with Echoed Moments. Nothing in these Terms & Conditions affects your statutory rights as a consumer.

2. About Echoed Moments

Echoed Moments is a digital platform that enables users to create, store and schedule personal memories, reflections and messages for future access or delivery. Content may include:

- Written messages
- Letters
- Photographs
- Audio recordings
- Video recordings
- Scheduled future deliveries

Echoed Moments is a memory preservation and future message delivery platform. It is not a provider of legal, estate planning, probate, will-writing or financial advisory services. Users should seek independent professional advice regarding estate planning, wills and digital assets where appropriate.

Echoed Moments is operated by Echoed Moments Ltd, which is responsible for providing and administering the Platform.

3. Eligibility

To create an account, you must be at least 18 years old and have the legal capacity to enter into a binding agreement. By creating an account, you confirm that the information you provide is accurate and complete.

4. Account Security

You are responsible for maintaining the confidentiality of your login credentials, restricting access to your account, and all activity occurring under your account. You must notify us immediately if you believe your account has been compromised.

5. Ownership of Content

You retain ownership of all content uploaded to Echoed Moments. By uploading content, you grant Echoed Moments a limited, non-exclusive licence to store, secure, process and deliver your content according to your instructions. This licence exists solely for the purpose of providing the services offered through the Platform. Echoed Moments does not claim ownership of your memories, recordings, photographs or messages.

You represent and warrant that you have the necessary rights, permissions and authority to upload, store and share any content submitted to the Platform, and that any content uploaded does not knowingly facilitate unlawful activity or the commission of a criminal offence.

6. User Responsibilities

You agree that any content uploaded belongs to you or is used with appropriate permission; does not infringe intellectual property rights; does not contain unlawful material or malicious software; does not breach the privacy rights of others; and complies with the Echoed Moments Acceptable Use Policy. You remain solely responsible for the content you create and upload.

6A. Lawful Use of the Platform

Echoed Moments is provided solely for the lawful creation, storage and future delivery of personal memories, reflections and messages. You must not use the Platform to facilitate, support, organise or conceal any unlawful, fraudulent or harmful activity, whether directly or indirectly through content, communications, files, recipient information or any other use of the Platform. This includes, but is not limited to: child sexual abuse material and child exploitation; human trafficking; modern slavery; terrorism or violent extremism; organised crime; sexual exploitation; drug production, trafficking or distribution; illegal firearms or weapons trafficking; money laundering; fraud or financial crime; identity theft; phishing; blackmail or extortion; harassment or stalking; distribution of malware or ransomware; intellectual property infringement; sale or promotion of illegal goods or services; sanctions evasion; and any other activity prohibited by applicable law. Any such use constitutes a material breach of these Terms & Conditions.

7. Prohibited Content

Users must comply with the Echoed Moments Acceptable Use Policy at all times. The Acceptable Use Policy sets out the standards governing content, conduct, account usage, security requirements and prohibited activities on the Platform. Failure to comply may result in removal of content, suspension of account access, termination of accounts, and reporting to relevant authorities where appropriate.

8. Scheduled Deliveries

Users may schedule messages and memories for future delivery. Delivery may be based upon a specified future date, a milestone event, or a recurring date.

How delivery works

On the release date you have set, the Platform automatically sends the recipient an email identifying you as the sender and containing secure links to the vault contents. For security, the recipient is asked to confirm the email address to which the vault was sent before access

is granted. Download links remain available for 30 days, with reminders if the vault has not been opened, and the recipient is offered a free account so they may keep the content permanently.

You are responsible for ensuring recipient details remain accurate and up to date. Echoed Moments will make reasonable efforts to deliver content in accordance with your instructions but cannot guarantee successful delivery where recipient information is inaccurate, outdated or incomplete, where third-party services fail, or where circumstances beyond our reasonable control prevent delivery.

9. Delivery Limitations

While we aim to deliver all scheduled content successfully, we cannot guarantee delivery where contact information is incorrect, recipient email addresses become inactive, third-party services fail, technology limitations occur, or circumstances outside our control prevent delivery. Echoed Moments shall not be liable for failed delivery caused by inaccurate information supplied by users.

10. Platform Monitoring

Echoed Moments is designed to provide private storage for user-generated content. We encrypt user content in transit and at rest using industry-standard encryption. Access to encrypted content is strictly controlled and limited to authorised personnel and authorised circumstances necessary to operate the Platform, fulfil the account holder's instructions, comply with these Terms & Conditions or our Privacy Policy, or satisfy applicable legal obligations.

Echoed Moments does not proactively inspect, moderate or approve user-generated content before it is stored or delivered and does not guarantee that unlawful, harmful or prohibited content will be identified before it is reported or otherwise brought to our attention. Users remain solely responsible for all content uploaded. The presence of content on the Platform should not be interpreted as approval, endorsement or verification by Echoed Moments.

Where reasonably necessary, Echoed Moments reserves the right to investigate reports of misuse, security incidents or suspected breaches using information lawfully available to us, including account information, metadata, security logs and audit logs. We may suspend accounts, restrict access, remove content, or cooperate with law enforcement where required by law or where reasonably necessary to protect users, recipients, the Platform or the public.

11. Memberships and Paid Services

Certain features of the Platform require an active paid membership and, where selected by the user, optional paid services or additional paid features. Where applicable, additional charges may apply for optional services, increased storage allowances, additional data capacity or other premium features. Any such charges will be clearly displayed before purchase. Current pricing, membership tiers and billing arrangements will be displayed at the time of purchase.

Failure to maintain an active membership may affect access to certain features and may result in the account entering a preservation period or being closed in accordance with these Terms & Conditions and the applicable membership terms. All billing, cancellation and refund matters are governed by the Echoed Moments Refund & Cancellation Policy.

Echoed Moments reserves the right to introduce, modify, withdraw or replace membership tiers, pricing structures, optional services and Platform features from time to time. Unless otherwise required by law, any such changes will apply prospectively and will not affect the remainder of any membership period already paid for. Nothing in this section affects your statutory rights as a consumer.

12. Account Suspension and Termination

We may suspend or terminate accounts where these Terms & Conditions are breached, the Acceptable Use Policy is breached, fraud is suspected, illegal content is uploaded, Platform security is threatened, or fees remain unpaid. Where possible, reasonable notice will be provided. Echoed Moments reserves the right to remove content, restrict access or permanently terminate accounts where necessary to protect users, recipients, the Platform or the public.

13. Account Closure

Users may request closure of their account at any time. Closure of an account may result in the cancellation of scheduled deliveries and deletion of stored content in accordance with the user's instructions, account settings and applicable policies. Users are responsible for ensuring they have retained copies of any content they wish to keep before requesting account deletion. Requests relating to account deletion may be subject to verification procedures to protect account security and prevent unauthorised deletion. Certain information may continue to be retained for a limited period where required by law or for legitimate regulatory, fraud prevention, security or audit purposes.

14. Service Availability

We aim to maintain the availability, security and reliability of the Platform. However, we do not guarantee that the Platform will always be available. Temporary interruptions may occur due to maintenance, security updates, technical failures or third-party provider issues. Echoed Moments does not guarantee that content will be stored indefinitely, and users are encouraged to maintain their own copies and backups of important content.

15. Limitation of Liability

To the fullest extent permitted by law, Echoed Moments shall not be liable for indirect, incidental or consequential losses; loss of profits, revenue, business, goodwill, opportunity or anticipated savings; emotional distress arising from delayed or failed message delivery; loss resulting from inaccurate recipient information; or loss arising from events beyond our reasonable control.

Echoed Moments shall not be liable for any unlawful, fraudulent, abusive or harmful use of the Platform by users or third parties. Nothing in these Terms excludes or limits liability where such exclusion would be unlawful, including liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation. Nothing in these Terms affects your statutory rights as a consumer.

16. Intellectual Property

All branding, logos, software, website content, documentation, designs and other proprietary materials made available through the Platform are owned by or licensed to Echoed Moments and are protected by applicable intellectual property laws. Users may not copy, reproduce, modify, distribute, licence or otherwise use such materials except as expressly permitted by applicable law or with our prior written permission.

17. Changes to Services

Echoed Moments may modify, improve, suspend, discontinue or replace features, membership plans and functionality as the Platform evolves. Where reasonably practicable, we will endeavour to provide reasonable notice.

18. Changes to These Terms

We may update these Terms & Conditions from time to time to reflect changes to the Platform, applicable law, regulatory requirements or our business operations. The most recent version will always be available on the Platform. Where changes are material, we may notify users using the contact details associated with their account. Continued use of the Platform following the effective date of any updated Terms constitutes acceptance of the revised Terms.

19. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

20. Contact Us

If you have any questions regarding these Terms & Conditions, or wish to exercise any rights under them, please contact us using the details below.

Echoed Moments Ltd.

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