

Remakeit FZCO – Corporate Policy

Last Updated: October 2025

Contact Us

1. Overview

At Remakeit FZCO, we value transparent communication and customer satisfaction. Our contact channels are structured to ensure timely and efficient support for all business and technical matters. Every inquiry is handled with professionalism, confidentiality, and adherence to company service standards.

2. Customer Support

Our customer support team assists users with account setup, billing inquiries, refunds, and general product information. Support requests can be submitted via our website or by email. We aim to provide accurate solutions and guidance within a reasonable response time.

3. Business & Partnership Inquiries

For business collaborations, media requests, or partnership opportunities, our business development team is available to discuss tailored solutions and corporate collaborations. We welcome partnerships with content creators, agencies, and enterprise clients looking to integrate our technology into their ecosystem.

4. Technical Support

Our technical team provides assistance regarding system access, functionality, or platform integration. Users experiencing any technical issues are encouraged to provide screenshots and details to expedite resolution. Maintenance notices and planned updates are communicated through official channels in advance.

5. Response Time & Escalation

Remakeit FZCO is committed to responding to inquiries within one (1) to two (2) business days. In case of unresolved matters, clients may request escalation to a senior manager. We monitor and log all support interactions to ensure quality control and accountability.

6. Official Contact Information

Registered Company: Remakeit FZCO

Registered Address: Silicon Oasis, DDP – IFZA, Dubai, United Arab Emirates

Email: app@remakeit.io

Website: <https://remakeit.io>

Operating Hours: Sunday – Thursday, 9:00 AM to 6:00 PM (Gulf Standard Time)

Country of Domicile: United Arab Emirates

We encourage all clients and users to communicate exclusively through official company channels to ensure proper handling and confidentiality of information.