

# OpenMail Disclaimer

**Last updated:** 18 June 2026

**Version:** 1.0

This Disclaimer applies to OpenMail, the OpenMail web application, and all related websites, services, pages, tools, features, previews, interfaces, email functions, contacts, calendar features, file features, account tools, support pages, and legal pages provided under the OpenMail name.

This Disclaimer should be read together with our Terms & Conditions, Privacy Policy, Cookie Policy, and any other policies or notices that apply to OpenMail.

By using OpenMail, you acknowledge and accept the disclaimers set out below.

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## 1. Who we are

**Service provider / trading name:** OpenMail™ Exchange

**Trading as:** OpenMail

**Business address:** 41 Norman Avenue, London, N22 5ES, United Kingdom

**Contact email:** hello@openmail.email

**Website:** <https://openmail.email>

**App:** <https://app.openmail.email>

**Company number:** Not applicable

**Registered office:** Not applicable — OpenMail™ Exchange is currently listed with the business address above.

**VAT number:** Not applicable

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## 2. Purpose of this Disclaimer

This Disclaimer explains important limitations and notices about OpenMail.

It covers, among other things:

1. beta and development features;
2. email sending and receiving;
3. connected mailboxes;
4. message previews;
5. remote images and unsafe content;
6. attachments;
7. contacts;
8. calendar features;
9. file features;
10. ads and sponsored areas;
11. third-party services;
12. security;

13. data loss;
14. service availability;
15. legal, financial, medical, and professional advice;
16. liability limits;
17. statutory rights.

This Disclaimer does not replace our Terms & Conditions or Privacy Policy.

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### **3. No exclusion of statutory rights**

Nothing in this Disclaimer excludes, limits, or restricts your statutory rights where the law does not allow us to do so.

If you are a consumer, you may have rights under UK consumer law, including rights relating to services being provided with reasonable care and skill.

Nothing in this Disclaimer excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

If there is a conflict between this Disclaimer and rights that cannot legally be excluded, those legal rights will apply.

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### **4. General information only**

OpenMail and its website content are provided for general information and service-use purposes only.

Nothing on OpenMail is intended to be:

1. legal advice;
2. financial advice;
3. tax advice;
4. medical advice;
5. mental health advice;
6. immigration advice;
7. housing advice;
8. employment advice;
9. business compliance advice;
10. cybersecurity certification advice;
11. professional or regulated advice of any kind.

You should not rely on OpenMail content as a substitute for professional advice.

If you need professional advice, you should contact a suitably qualified professional.

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## 5. No guarantee of email delivery

OpenMail may allow you to send email through a connected mailbox using SMTP.

We do not guarantee that any email will be:

1. delivered;
2. accepted by the receiving server;
3. received by the recipient;
4. displayed correctly;
5. delivered instantly;
6. delivered to the inbox rather than spam or junk;
7. free from delay;
8. free from filtering;
9. free from rejection;
10. read by the recipient.

Email delivery depends on many systems outside OpenMail's control, including mailbox providers, DNS, SPF, DKIM, DMARC, spam filters, sender reputation, recipient filters, receiving servers, forwarding systems, blocklists, and internet infrastructure.

A "sent" status does not guarantee that the recipient has received, opened, read, or acted on the email.

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## 6. No guarantee of received email

OpenMail may allow you to view email from a connected mailbox using IMAP.

We do not guarantee that OpenMail will display every message, folder, header, preview, attachment, or server state perfectly.

Email visibility may be affected by:

1. mailbox provider behaviour;
2. folder naming differences;
3. IMAP server responses;
4. authentication issues;
5. network issues;
6. server timeouts;
7. spam filtering;
8. deleted or moved messages;
9. message size;
10. malformed email;
11. unsupported MIME structure;
12. browser behaviour;
13. caching;
14. app bugs;
15. beta feature limitations.

You should use your original mailbox provider or another trusted mail client where you need independent confirmation.

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## 7. Sent folder disclaimer

OpenMail may attempt to save a copy of sent messages to your Sent folder using controlled IMAP APPEND after SMTP sending succeeds.

We do not guarantee that a sent copy will always be saved.

A Sent copy may fail, be delayed, appear in a different folder, be rejected by the mail server, or be displayed differently from other mail clients.

If OpenMail says an email was sent but warns that the Sent copy could not be saved, the email may still have been sent successfully.

You should refresh Sent or check your original mailbox if confirmation is important.

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## 8. Drafts disclaimer

OpenMail may provide draft-related interface features.

Unless clearly stated otherwise, a “Saved to Drafts” notification may be a local or app-interface confirmation only and may not mean that a draft has been saved to the mailbox server.

Drafts may be lost if:

1. you close the browser;
2. you clear browser storage;
3. your session expires;
4. your device crashes;
5. the feature is changed;
6. your mailbox server rejects draft storage;
7. you use another device;
8. you log out;
9. the draft feature is not fully implemented.

Do not rely on OpenMail drafts as the only copy of important messages.

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## 9. Beta, preview, and development disclaimer

OpenMail may include private beta, preview, development, test, placeholder, or experimental features.

These may include email features, contacts, calendar, files, advertising areas, settings, appearance tools, profile tools, compose tools, and account tools.

Beta and preview features may:

1. be incomplete;
2. contain bugs;
3. fail unexpectedly;
4. change without notice;
5. be removed;
6. be disabled;
7. behave differently from other mail clients;
8. be unsuitable for critical use.

You should not rely on beta or preview features for urgent, safety-critical, legal, medical, financial, emergency, or business-critical communication.

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## 10. Message preview disclaimer

OpenMail may display safe email previews rather than full original email rendering.

To protect privacy and security, OpenMail may:

1. block remote images;
2. replace images with placeholders;
3. remove tracking pixels;
4. remove scripts;
5. remove forms;
6. remove iframes;
7. remove embedded objects;
8. sanitise HTML;
9. convert content to plain text;
10. shorten or wrap links;
11. limit preview length;
12. avoid fetching attachments;
13. alter formatting.

This means an email in OpenMail may look different from the same email in another mail client.

OpenMail's safe preview is not guaranteed to be identical to the sender's original design.

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## 11. Remote images and tracking disclaimer

Emails may include remote images, tracking pixels, analytics links, or other elements that can reveal information to senders or third parties.

OpenMail may block remote images or replace them with placeholders.

If future features allow remote image loading, loading remote images may disclose information such as your IP address, device information, approximate location, email open time, or other technical information to the sender or third-party host.

You should be careful when choosing to load remote content.

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## 12. Attachments disclaimer

OpenMail may display attachment metadata such as filename, type, size, or status.

OpenMail may not fetch, preview, download, scan, or open attachment content unless a feature clearly allows it.

Attachments can contain:

1. malware;
2. viruses;
3. ransomware;
4. spyware;
5. harmful scripts;
6. phishing content;
7. fraudulent documents;
8. private information;
9. confidential material;
10. misleading or forged files.

You should only open attachments from trusted sources and should use appropriate security software and caution.

OpenMail does not guarantee that attachments are safe.

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## 13. Link disclaimer

Emails and OpenMail pages may contain links to third-party websites.

Links may be:

1. misleading;
2. unsafe;
3. malicious;
4. expired;
5. redirected;
6. shortened;
7. tracking links;
8. phishing links;
9. spoofed;
10. controlled by third parties.

OpenMail does not guarantee the safety, accuracy, legality, reliability, or privacy practices of third-party links.

You should verify links before clicking and should not enter passwords or payment details unless you are certain the website is genuine.

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## **14. Sender identity and spoofing disclaimer**

Email sender names, addresses, logos, domains, and message headers can be spoofed or misleading.

OpenMail may display sender information from email headers, but we do not guarantee that displayed sender details are genuine.

You should take extra care with emails asking you to:

1. send money;
2. provide passwords;
3. reset accounts;
4. open attachments;
5. click urgent links;
6. share personal information;
7. approve invoices;
8. change bank details;
9. verify identity;
10. act under pressure.

OpenMail is not responsible for losses caused by phishing, scams, impersonation, spoofing, or fraudulent emails unless the law says otherwise.

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## **15. Contacts disclaimer**

OpenMail may create local contacts from email headers and allow you to save or unsave contacts.

Contact information may be incomplete, outdated, incorrect, spoofed, duplicated, or misleading.

A saved contact does not guarantee that the address is safe, genuine, controlled by the intended person, or suitable for sending sensitive information.

You are responsible for checking recipient addresses before sending email.

OpenMail is not responsible for messages sent to the wrong recipient because of incorrect, outdated, or misleading contact details.

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## **16. Compose and sending disclaimer**

OpenMail may restrict sending for safety.

Current or future restrictions may include:

1. saved contacts only;
2. self-send only;
3. one recipient only;
4. no CC;
5. no BCC;
6. no attachments;
7. no HTML;
8. rate limits;
9. duplicate-send protection;
10. blocked recipients;
11. blocked domains;
12. abuse prevention controls.

OpenMail may reject or block messages that appear unsafe, unauthorised, unsupported, or outside the current product rules.

You are responsible for message content and recipient selection.

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## **17. Rate limit and abuse-control disclaimer**

OpenMail may apply rate limits, duplicate-send controls, recipient restrictions, and other safety mechanisms.

These controls may block or delay legitimate use in order to protect the service, mail server reputation, users, and third parties.

We do not guarantee that sending limits will remain the same.

We may change limits at any time for security, reliability, legal, deliverability, or abuse-prevention reasons.

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## **18. Spam and deliverability disclaimer**

OpenMail is not a bulk email platform or marketing automation service.

Using OpenMail for spam, phishing, scams, unlawful marketing, abuse, or mass sending is prohibited.

We do not guarantee inbox placement, deliverability reputation, spam-filter results, domain reputation, or mail-server acceptance.

Your messages may be rejected, delayed, filtered, marked as spam, quarantined, or blocked by receiving systems.

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## 19. Mailbox provider disclaimer

OpenMail may connect to mailboxes hosted by mailbox providers or servers.

OpenMail does not control third-party mailbox providers.

Mailbox providers may:

1. reject logins;
2. require different settings;
3. change IMAP/SMTP behaviour;
4. block connections;
5. impose rate limits;
6. delay messages;
7. filter messages;
8. move messages;
9. delete messages under their own policies;
10. change folder names;
11. reject APPEND commands;
12. reject SMTP messages;
13. require additional security settings;
14. suspend accounts.

OpenMail is not responsible for third-party mailbox provider behaviour.

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## 20. Mail-in-a-Box and server disclaimer

OpenMail may be used with mail infrastructure such as Mail-in-a-Box, IMAP, SMTP, DNS, SPF, DKIM, DMARC, and related mail systems.

OpenMail does not guarantee that mail infrastructure is correctly configured, secure, available, or suitable for your use.

Incorrect mail-server or DNS configuration can affect sending, receiving, spam filtering, deliverability, and security.

You are responsible for maintaining any mail server, domain, DNS, or mailbox infrastructure you control unless a separate written agreement says otherwise.

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## 21. Files disclaimer

OpenMail may include file-related interface features or future file storage.

Unless clearly stated otherwise, file features may be placeholder-only, local-only, disabled, or incomplete.

OpenMail does not guarantee that files will be uploaded, stored, synced, backed up, available, downloadable, recoverable, or free from corruption.

You are responsible for keeping separate backup copies of important files.

If future storage uses third-party providers, those providers may have their own terms, privacy policies, limits, outages, and risks.

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## **22. Calendar disclaimer**

OpenMail may include calendar-related interface features or future calendar sync.

Unless clearly stated otherwise, calendar features may be placeholder-only, local-only, disabled, or incomplete.

OpenMail does not guarantee that calendar events, reminders, invites, times, dates, time zones, notifications, or sync features will be accurate or reliable.

Do not rely on OpenMail calendar features as the only record for important appointments, deadlines, legal dates, medical appointments, travel, or business-critical events.

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## **23. Profile and avatar disclaimer**

OpenMail may allow you to upload a profile/avatar image.

You are responsible for ensuring that you have the right to use any image you upload.

You must not upload images that are unlawful, infringing, offensive, misleading, abusive, impersonating another person, or otherwise prohibited.

OpenMail may remove profile images that breach our Terms or create legal, security, or user-safety risk.

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## **24. Appearance and settings disclaimer**

OpenMail may allow you to change theme, density, font, layout, profile, and other preferences.

Preferences may not always apply perfectly across all browsers, devices, screen sizes, or app areas.

Some settings may be stored in your account, session, cookies, local storage, or browser storage.

Settings may reset if data is cleared, the app changes, or the feature is updated.

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## 25. Advertising disclaimer

OpenMail may display advertisement placeholders, sponsored areas, promotional spaces, upgrade prompts, or future advertising.

Placeholder ads are not real advertisements.

If real ads are introduced, they may be subject to separate advertising, privacy, and cookie notices.

OpenMail does not endorse third-party advertisers unless clearly stated.

We are not responsible for third-party advertising content, products, websites, or claims.

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## 26. Legal pages disclaimer

OpenMail provides legal pages, including Terms, Privacy Policy, Cookie Policy, Disclaimer, and Support pages.

These legal pages are intended to explain OpenMail's rules and notices.

They are not legal advice to you.

You should get independent legal advice if you need advice for your own website, app, business, email service, or legal obligations.

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## 27. Support disclaimer

OpenMail may provide support by email or support pages.

Support may be limited, delayed, unavailable, or dependent on your plan or account status.

Support responses are provided for general service-help purposes only.

Support messages are not legal, financial, medical, tax, cybersecurity certification, or professional advice.

We do not guarantee that every issue can be resolved.

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## 28. Security disclaimer

We aim to use reasonable security measures, but no online system is completely secure.

OpenMail does not guarantee that the service will be free from:

1. unauthorised access;

2. bugs;
3. vulnerabilities;
4. malware;
5. phishing attempts;
6. brute-force attacks;
7. data loss;
8. service interruption;
9. misconfiguration;
10. third-party compromise;
11. user error.

You are responsible for protecting your own passwords, devices, accounts, browser sessions, recovery methods, and mailbox access.

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## **29. Password and credential disclaimer**

You should not share passwords, mailbox credentials, private keys, tokens, or recovery codes with anyone.

OpenMail will not ask you to publish passwords publicly or send them through unsafe channels.

If you suspect your OpenMail account or mailbox has been compromised, you should change your passwords and contact support.

OpenMail is not responsible for losses caused by your failure to secure your own account, device, mailbox, or credentials unless the law says otherwise.

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## **30. Backup disclaimer**

You are responsible for keeping independent backups of important data.

OpenMail does not guarantee that emails, contacts, settings, profile images, files, drafts, calendar entries, sent copies, or local app data will always be available, recoverable, or restorable.

Backups, if maintained, may be operational backups and may not be available for individual restore requests.

You should not use OpenMail as the only storage location for important information.

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## **31. Availability disclaimer**

OpenMail may be unavailable, slow, delayed, interrupted, or degraded.

This may happen because of:

1. maintenance;

2. updates;
3. hosting issues;
4. server issues;
5. mail server issues;
6. DNS issues;
7. third-party service issues;
8. security incidents;
9. internet problems;
10. browser problems;
11. device problems;
12. high load;
13. bugs;
14. emergency changes;
15. abuse prevention;
16. legal compliance;
17. events outside our reasonable control.

We do not guarantee continuous or uninterrupted availability.

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## **32. Performance disclaimer**

OpenMail performance may vary depending on:

1. your device;
2. your browser;
3. your internet connection;
4. your mailbox provider;
5. email size;
6. message count;
7. folder size;
8. server response time;
9. security scanning;
10. IMAP/SMTP speed;
11. app updates;
12. network conditions;
13. hosting conditions;
14. rate limits.

Actions such as sending, refreshing, previewing, saving Sent copies, or loading folders may take longer than expected.

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## **33. Browser and device disclaimer**

OpenMail may not work perfectly on every browser, device, operating system, screen size, or accessibility tool.

You should use a modern, supported browser.

Some features may behave differently on mobile, tablet, desktop, private browsing, browser extensions, older browsers, or restricted devices.

Browser extensions, ad blockers, privacy tools, VPNs, firewall rules, or corporate networks may affect OpenMail.

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## **34. Third-party services disclaimer**

OpenMail may rely on or interact with third-party services, including:

1. hosting providers;
2. mailbox providers;
3. SMTP servers;
4. IMAP servers;
5. DNS providers;
6. storage providers;
7. payment providers if introduced;
8. analytics providers if introduced;
9. advertising providers if introduced;
10. browser services;
11. device services;
12. security providers.

We do not control third-party services and are not responsible for their actions, outages, errors, terms, privacy practices, pricing, limits, or failures.

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## **35. No guarantee of accuracy**

We try to keep OpenMail information accurate and up to date.

However, we do not guarantee that all information, labels, folder names, message counts, settings, statuses, timestamps, storage indicators, contact details, availability notices, support content, or legal-page summaries are always accurate, complete, or current.

You should verify important information independently.

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## **36. No professional relationship**

Using OpenMail does not create a solicitor-client, adviser-client, doctor-patient, accountant-client, financial adviser-client, or other professional relationship.

Support responses and website content are not professional advice.

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## 37. User responsibility

You are responsible for:

1. your account use;
  2. your mailbox use;
  3. your email content;
  4. your recipients;
  5. your saved contacts;
  6. your sent messages;
  7. your files;
  8. your calendar entries;
  9. your device security;
  10. your password security;
  11. your legal compliance;
  12. your backups;
  13. checking information before relying on it;
  14. using OpenMail lawfully and responsibly.
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## 38. Business use disclaimer

If you use OpenMail for business, professional, organisation, client, or work purposes, you are responsible for ensuring that OpenMail is suitable for your needs.

You are also responsible for your own:

1. legal compliance;
2. privacy compliance;
3. email marketing compliance;
4. record keeping;
5. security requirements;
6. backup requirements;
7. industry rules;
8. confidentiality duties;
9. customer obligations;
10. regulatory obligations.

OpenMail is not responsible for your business-compliance obligations unless a separate written agreement says otherwise.

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## 39. High-risk use disclaimer

OpenMail is not designed for high-risk, emergency, life-critical, safety-critical, medical, legal-deadline, financial-trading, regulated, or mission-critical use.

Do not rely on OpenMail as the only method for:

1. emergency communications;
2. medical instructions;
3. legal deadlines;
4. court notices;
5. financial trading;
6. urgent safeguarding matters;
7. critical business operations;
8. disaster recovery;
9. official record keeping;
10. safety-critical notifications.

You should maintain alternative communication methods.

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## **40. AI and automation disclaimer**

If OpenMail later introduces AI, automation, smart replies, summaries, filtering, predictions, recommendations, or classification features, those features may be incomplete or inaccurate.

AI or automated features should not be relied on without human review.

OpenMail does not currently guarantee AI-generated or automated outputs.

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## **41. Future feature disclaimer**

OpenMail may introduce, change, remove, or disable features at any time.

Future features may include:

1. attachments;
2. HTML sending;
3. CC/BCC;
4. replies;
5. forwarding;
6. drafts;
7. file storage;
8. Wasabi S3;
9. CardDAV contacts;
10. CalDAV calendars;
11. mobile apps;
12. AI tools;
13. paid plans;
14. ads;
15. analytics;
16. custom domains;
17. team accounts.

Mentioning a future feature does not guarantee that it will be released.

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## **42. Intellectual property disclaimer**

OpenMail owns or licenses the OpenMail brand, interface, software, design, icons, logos, layouts, code, text, and related materials.

You may not copy, reproduce, distribute, sell, modify, or reuse OpenMail materials except as allowed by law or with written permission.

Third-party names, logos, and marks belong to their respective owners.

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## **43. Trade mark disclaimer**

OpenMail™, OpenMail™ Exchange, and related branding may be used as trade marks or trading names.

Use of the ™ symbol does not necessarily mean that every mark is registered.

Any third-party trade marks mentioned in OpenMail belong to their respective owners.

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## **44. External brand disclaimer**

OpenMail is not affiliated with, endorsed by, sponsored by, or officially connected with any third-party mailbox provider, browser provider, hosting provider, software provider, or technology brand unless clearly stated.

References to third-party services are for compatibility, description, or integration purposes only.

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## **45. Limitation of liability**

To the maximum extent permitted by law, OpenMail is not liable for:

1. email delivery failure;
2. delayed email;
3. spam filtering;
4. lost emails;
5. missing Sent copies;
6. draft loss;
7. contact errors;
8. wrong recipients;
9. phishing or scam emails;
10. malware or unsafe attachments;
11. third-party links;
12. third-party service failure;

13. mailbox provider failure;
14. DNS or mail-server issues;
15. data loss;
16. business interruption;
17. loss of profit;
18. loss of revenue;
19. loss of goodwill;
20. loss of opportunity;
21. indirect or consequential loss;
22. reliance on beta features;
23. reliance on placeholder features;
24. user error;
25. failure to maintain backups;
26. unsupported devices or browsers;
27. unauthorised access caused by your failure to secure your account.

This limitation applies only as far as the law allows.

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## **46. Nothing excludes mandatory liability**

Nothing in this Disclaimer excludes or limits liability for:

1. death or personal injury caused by negligence;
2. fraud;
3. fraudulent misrepresentation;
4. breach of statutory rights that cannot be excluded;
5. any liability that cannot legally be excluded or limited.

If you are a consumer, your statutory rights are not affected.

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## **47. Reasonable care and skill**

OpenMail aims to provide the Service with reasonable care and skill.

This Disclaimer does not remove any legal duty that cannot lawfully be excluded.

Where OpenMail is a paid service in the future, additional rights and remedies may apply under applicable consumer law.

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## **48. Updates to this Disclaimer**

We may update this Disclaimer from time to time.

Updates may be made because of:

1. product changes;

2. new features;
3. legal changes;
4. security changes;
5. operational changes;
6. user feedback;
7. business changes.

The “Last updated” date will show when the Disclaimer was last changed.

Your continued use of OpenMail after updates means the updated Disclaimer applies.

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## 49. Contact

Questions about this Disclaimer should be sent to:

**OpenMail™ Exchange**

41 Norman Avenue  
London  
N22 5ES  
United Kingdom

**Email:** [hello@openmail.email](mailto:hello@openmail.email)

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## 50. Short disclaimer summary

OpenMail is an email and productivity service. We aim to provide it with reasonable care and skill, but we do not guarantee perfect email delivery, perfect previews, uninterrupted access, safe third-party links, safe attachments, permanent drafts, perfect Sent copies, flawless beta features, or suitability for high-risk use.

Use OpenMail carefully, keep backups, verify important information, protect your credentials, and do not rely on OpenMail as your only method for urgent or critical communication.

Nothing in this Disclaimer affects statutory rights that cannot legally be excluded.

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