

## TERMS AND CONDITIONS

### 1. TERMS/ AGREEMENT

Use Agreement (the "Agreement") is a contract between you (the "Client") and Level 27 Life Coaching & Advising (the "Level 27"). LEVEL 27 operates the website found at the address [www.level27coaching.com](http://www.level27coaching.com) (the "Website"). This Agreement governs your use of the Website. Be certain that you carefully read and fully understand this Agreement. By using the Website, you agree to comply with and be bound by these Terms. If you do not agree to the Terms, you are not authorized to use the Site. LEVEL 27 reserves the right to modify the Terms at any time by posting a notice on the home page of the Website. Your use of the Website after the notice is posted indicates you agree to the changes.

### 2. UPDATING AND ADJUSTING THE WEBSITE

Level 27 reserves the right to update and make changes to the website and programs displayed on the website. Level 27 reserves the right to make long-term and short-term adjustments to the website. Level 27 is permitted to change or remove the content on the website without notice. By using this website you acknowledge this agreement.

### 3. POLICY CONCERNING CHILDREN

As stated in our privacy policy you must be at least 18 years old to use the Platform, if you are under the age of 13 or between ages of 13 and 18, you must have your parent or guardian's permission to use the platform. Level 27 Life Coaching & Advising is committed to complying with the Children's Online Privacy Protection Act of 1998 (COPPA). Level 27 Life Coaching does not knowingly collect or store any personal information from or about children under the age of 13, and we will delete such information if we become aware that it has been submitted through our Platform. Parents or guardians who believe that Level 27 Life Coaching might have any personal information from or about a child under the age of 13 may submit a request to [level27coaching@gmail.com](mailto:level27coaching@gmail.com) for us to remove such information. YOUR PRIVACY RIGHTS AND OPTIONS You have rights and options when it pertains to how your personal data is used, stored, shared, collected, and distributed.

### 4. UNDERSTANDING YOUR RIGHTS

You have the right to demand a duplicate of the personal data we've collected about you within the past 12 months. You have the right to request a deletion of the personal data we've collected about you. If you'd like to view or request a deletion of your personal data, please contact us. Your request will not impact your quality of service, an upcharge in prices, or result in a denial of service for activating your privacy rights. CONTACT INFORMATION: Email: [level27coaching@gmail.com](mailto:level27coaching@gmail.com) Phone: 817-863-1460 If you decide to request a deletion of your personal data, you have options: - Call or email us and request that we delete specific information - Unsubscribe to your mailing list by clicking the unsubscribe button in our email - Opt out by changing your notification in your account settings (Delete all information you added or close out account completely)

### 5. LEVEL 27 SHIPPING POLICY

Level 27 Life Coaching & Advising will process orders within 4 to 7 business days (this doesn't include weekends or holidays). We will send you a confirmation email when we receive your order

and a second email when your order has shipped. We will send a notification from us including your tracking number. This number will allow you to monitor the package progress. We ask that you allow 48 hours for the tracking information to become active. TRACKING ORDER If your package hasn't arrived within 7 days of receiving your order confirmation email, please reach out to us at [www.level27coaching.com](http://www.level27coaching.com) with your name, order date, and order number. We will do all that we can to resolve this issue for you.

#### 6. REFUND & RETURN POLICY

Level 27 Life Coaching & Advising has a strict no refund Return and Refund policy. We do not refund any purchases made on our website ([www.level27coaching.com](http://www.level27coaching.com)). Please make sure you read all of the descriptions and what's included before making a purchase. All sales are final, and the Company does not offer any money-back guarantees. You recognize and agree that you shall not be entitled to a refund for any purchase under any circumstances. We don't offer refunds but in the rare instance that your product comes to you damaged please contact [level27coaching@gmail.com](mailto:level27coaching@gmail.com) and put **DAMAGED GOODS INQUIRY in the subject line**. Send us a picture or video of the damaged good and your order number. Each case is unique and dealt with separately. We will do our best to rectify the situation.

#### 7. PLANS & PROGRAM RETURN POLICY

Plans, Programs, and individual sessions are nonrefundable due to the time Level 27 utilizes to prepare and plan prior to the scheduled meeting. If a major emergency occurs, please contact us and we will do our best to resolve the issue. If we aren't able to reschedule the session within that month, we unfortunately won't be able to accommodate your request. Please contact us at least 24 hours before your scheduled session if possible.

#### 8. CANCELING A PLAN

If you enroll in a Level 27 Plan & Program you must complete a month of the services before you can cancel the service. In order to cancel you must send Level 27 a written notification via email [level27coaching@gmail.com](mailto:level27coaching@gmail.com) requesting a cancellation.

#### 9. COACHING STYLE DISCLAIMER

Level 27 Life Coaching & Academic Advising is dedicated to helping you become the best version of yourself. Our approach to coaching is very straightforward and unfiltered. During sessions, content and illustrations will not be watered down! Our mission is to assist you with having as many positive breakthroughs as possible, which requires a lot of work. Some days the session will be easy, and other days you may feel emotionally drained. However, tackling tough issues is a vital part of the process. We want the best for you, so please understand that we're going to challenge you, guide you, and hold you accountable for your actions. If you're considering participating in one of our programs, please understand that we can't guarantee your results. Your results will be determined by your level of effort and your dedication to the process. If you're a parent/guardian signing your child up for one of our programs, please understand that the success of this program heavily relies on you and your child trusting the process. We are committed to helping you reach greatness, but your cooperation and dedication is required.

**CONTACT INFORMATION:**

Please contact us call or email if you have any concerns with these terms and conditions. Contact information is provided below:

Level 27 Life Coaching & Advising

817-863-1460

Email: [level27coaching@gmail.com](mailto:level27coaching@gmail.com)

Effective November 11, 2020