

# Sound Partnership Strategies, Inc. Websites, and On-Line Shopping Cart Legal Terms and Conditions

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## **No Legal Representation or Advice**

Jeanette Nyden is a duly licensed attorney in the state of Washington. Ms. Nyden is not your lawyer, nor your organization’s lawyer. Nothing in any service offered creates an attorney client relationship. All advice, documents, webinars, articles and videos offered by Ms. Nyden shall be construed as general business advice. Nothing offered on any website owned and operated by Sound Partnership Strategies, Inc., and nothing said or done by Ms. Nyden shall be construed as legal advice. You are instructed to seek your own, or your organization’s own, legal advice.

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## All Sales Final

Due to the nature of the products and services offered, all sales are final. There shall be no refunds on any sale of a product(s) or service(s). Recordings of all classes and webinars always made and available for those who couldn't attend the live class or who want to re-listen and information. If you are having difficulty with a recording please call Jeanette Nyden at (206) 723-3472 or email Diana at [DE@Jnyden.com](mailto:DE@Jnyden.com). We will be happy to help you determine the cause of the problem.

If you are having difficulty with your download, please contact Jeanette Nyden at (206) 723-3472 or email Diana at [DE@Jnyden.com](mailto:DE@Jnyden.com). If you experience any other technical difficulties, please call Jeanette Nyden at 206-723-3472 or email Diana at [DE@Jnyden.com](mailto:DE@Jnyden.com). We will be happy to help you determine the cause of the problem.

## Cancellations and Missed Appointments Policy

There shall be no refunds on any sale of one-on-one coaching sessions for any reason, including missed or cancelled appointments. If you experience any scheduling difficulties, please call Jeanette Nyden at 206-723-3472 or email Diana at [DE@Jnyden.com](mailto:DE@Jnyden.com). We are happy to sort scheduling challenges out.

## To Schedule, Cancel or Change a Coaching Appointment

Coaching clients are free to schedule all calls within a 6-month period from the date of purchase. Once full payment for the coaching package is confirmed, you will receive a confirmation email. *It is the client's responsibility to be available at the time of the appointment and to ensure that the contact information given to us when the purchase is made is correct.*

All appointments are scheduled to accommodate Jeanette Nyden in the Pacific Time Zone. We will do our best to accommodate clients living and/or working outside the U.S.

We will use an on-line meeting site to conduct the calls. I will always provide my office number as a back-up phone number in the event that you are having technical difficulties with the on-line meeting site.

Clients who miss appointments and/or are greater than 15 minutes late will forfeit their appointment and are charged 1 appointment against the coaching package. NO REFUNDS will be granted for canceled or missed appointments. NO EXCEPTIONS WILL BE MADE.

To change an existing appointment, please email us at [DE@Jnyden.com](mailto:DE@Jnyden.com) 48 hours before the scheduled coaching call. We have a strict 48 business-hour change policy. Within that 48-hour time frame, a session can be re-booked to a new date within the 6-month period from date of purchase. A session may not be rescheduled more than two times. The third time a coaching

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client seeks to change an appointment, the client will be charged 1 coaching call against the package.

*We reserve the right NOT to offer appointments to certain individuals. ONLY in this situation will a full refund be returned to the purchaser.*

## **Live Webinar Recording Policy**

All live webinars recorded through Sound Partnership Strategies, Inc. and the on-line platform provider. When you sign up for one of our live recorded courses, you are giving us permission to record the content for future use. If you would like to attend a webinar, but not be on the recording, simply refrain from asking questions, raising your hand, or participating in the live event.

## **Privacy Policy**

This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy.

These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

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We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying

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to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

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If you have any questions, concerns, or comments about our privacy policy, please email us at [DE@Jnyden.com](mailto:DE@Jnyden.com).

We reserve the right to make changes to this policy. Any changes to this policy will be posted.

**Effective January 1, 2019.**