

TERMS AND CONDITIONS

These terms and conditions (the "Terms and Conditions") govern the use of <https://FrontOfficeTraining.com> (the "Site"). This Site is owned and operated by Front Office GURU, LLC. This Site is an ecommerce website. By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

Intellectual Property

All content published and made available on our Site is the property of Front Office GURU, LLC and the Site's creators. This includes, but is not limited to images, text, logos, documents, downloadable files and anything that contributes to the composition of our Site.

Acceptable Use

As a user of our Site, you agree to use our Site legally, not to use our Site for illegal purposes, and not to:

- Harass or mistreat other users of our Site;
- Violate the rights of other users of our Site;
- Violate the intellectual property rights of the Site owners or any third party to the Site;
- Hack into the account of another user of the Site;
- Act in any way that could be considered fraudulent;
- You are not allowed to share this content with other business owners outside of the primary business this course and content was purchased for.;
- If you sell your practice, you must request permission to transfer your account to another user.; and,
- You are not allowed to sell or promote your services without express written permission from Front Office GURU, LLC. Any individual or company found to do so will be removed without refund.

If we believe you are using our Site illegally or in a manner that violates these Terms and Conditions, we reserve the right to limit, suspend or terminate your access to our Site. We also reserve the right to take any legal steps necessary to prevent you from accessing our Site.

Accounts

When you create an account on our Site, you agree to the following:

1. You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to that account; and
2. All personal information you provide to us through your account is up to date, accurate, and truthful and that you will update your personal information if it changes.

We reserve the right to suspend or terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.

Sale of Goods And Services

These Terms and Conditions govern the sale of goods and services available on our Site.

The following goods are available on our Site:

- Online Course; (purchase of this product was discontinued on 09/30/23); and
- Online Course PLUS Premium Access.

The following services are available on our Site:

- Private Front Office GURU Coaching Sessions; and
- Group Coaching by Front Office GURU

All coaching services will be paid for in full when the services are ordered.

These Terms and Conditions apply to all the goods and services that are displayed on our Site at the time you access it. This includes all products listed as being out of stock. All information, descriptions, or images that we provide about our goods and services are as accurate as possible. However, we are not legally bound by such information, descriptions, or images as we cannot guarantee the accuracy of all goods and services we provide. You agree to purchase goods and services from our Site at your own risk.

We reserve the right to modify, reject or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

Please note, if you join the Site for any reason other than to train your staff, you will immediately be removed, and we reserve the right to take legal action against you and your company.

Third Party Goods and Services

Our Site may offer goods and services from third parties. We cannot guarantee the quality or accuracy of goods and services made available by third parties on our Site, but we work extremely hard to prevent any misinformation from being shared.

Subscriptions

You have 14 days from the original date of purchase to cancel your account and request a refund. After that date, your subscription payments are non-refundable.

Your subscription will automatically renew for the next subscription period (monthly, or annual), and you will be automatically billed until we receive notification that you want to cancel the subscription. It is your responsibility to cancel the subscription as there are no refunds once the subscription payment runs for the next billing period.

Once you cancel your subscription, all future subscription charges will be cancelled.

After the 14-day guarantee for your original purchase, you will not receive a refund, prorated or otherwise, for the remainder of the subscription term. However, your subscription access and/or delivery and accompanying subscriber benefits will continue for the remainder of the current annual billing period.

In order to cancel your subscription please do the following:

- Sign into your Account;
- Navigate to the “*My Account*” tab at the top menu.
- Click “cancel your subscription”.

If you are unable to sign in, you can send an email to customer.care@frontofficetraining.com for assistance.

Payments

We accept the following payment methods on our Site:

- Credit Card; and
- Debit.

When you provide us with your payment information, you authorize our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorize us to charge the amount due to this payment instrument.

If we believe your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

Refunds

Refunds for Goods/Products

You have 14 days from the initial date of purchase to cancel your account and request a refund. After that there are no refunds.

Refunds for Services

There are no refunds for the purchase of coaching services or coaching packages; this includes group and private coaching.

Once payment is received, you will have 90 days to book and use your coaching packages.

After the 90 day period, the package and any remaining coaching sessions are void.

Consumer Protection Law

Where any consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to the mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

Links to Other Websites

Our Site contains links to third party websites or services that we do not own or control. We are not responsible for the content, policies, or practices of any third-party website or service linked to on our Site. It is your responsibility to read the terms and conditions and privacy policies of these third-party websites before using these sites.

Limitation of Liability

Front Office GURU, LLC and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the Site.

Indemnity

Except where prohibited by law, by using this Site you indemnify and hold harmless Front Office GURU, LLC and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities and expenses including legal fees arising out of your use of our Site or your violation of these Terms and Conditions.

Applicable Law

These Terms and Conditions are governed by the laws of the State of Florida.

Severability

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.

Changes

These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

Contact Details

Please contact us if you have any questions or concerns. Our contact details are as follows:

(703) 470-5994

dee@frontofficeguru.com

1610 Picardy Circle, Clearwater FL 33755

You can also contact us through the contact form available on our Site.

Effective Date: 23rd day of March 2023

Updated: 11th day of November 2023