

**Last Updated: 09 Dec 2019**



# Vet Reflections **Terms of Service**

By using the Vet Reflections (“Service”), you are agreeing to be bound by the following terms and conditions (“Terms of Service”).

Vet Reflections (“Company”) reserves the right to update and change these Terms of Service without notice.

Violation of any of the terms below may result in the termination of your contract with us.

## **Service Terms**

You must provide your legal full name and a valid email address, and some other information requested in order to complete the contract process. You may enjoy free content available to you via our website & social media services as long as you agree to our [Privacy & Cookies Policy](#).

You expressly understand and agree that the Company shall not be liable for any damages or losses resulting from your use of our services.

## **Payment & Refunds Terms**

Some service is free of charge to allow us to live our mission (for example we may offer some free blogs, podcasts, webinars and e-mail newsletters).

The Full Service is offered with a free 1-2 hour consultation that allows us to understand your needs and craft a pitch proposal of what we can do for you. Consecutive Service must be paid in advance according to current Price List. If you fail to pay we will suspend all services until payment is made.

All fees are exclusive of all taxes, levies, or duties imposed by taxing authorities, and you shall be responsible for payment of all such taxes, levies, or duties. Refunds are processed according to our fair refund policy.

We make various donations on behalf of Vet Reflections community as a kind contribution to animal shelters, veterinary education for less fortunate and free pro-bono services.

## **Cancellation and Termination**

You are solely responsible for properly canceling your contract. An email or a written confirmation to cancel your contract with us is considered a cancellation. The Company, in its sole discretion, has the right to suspend or terminate your contract and refuse any and all current or future use of the Service for any reason at any time. The Company reserves the right to refuse service to anyone for any reason at any time.

## **Modifications to the Service and Prices**

The Company reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, any part of the Service with or without notice.

Prices of all Services are subject to change upon 30 days notice from us. Such notice may be provided at any time by sending an e-mail.

The Company shall not be liable to you or to any third party for any modification, price change, suspension or discontinuance of the Service.

## **Copyright and Content Ownership**

We claim no intellectual property rights over the material you provide to the Service. All materials you provide remain yours.

The look and feel of the Service is copyright© VetReflections. All rights reserved. You may not duplicate, copy, or reuse any portion of the service without express written permission from the Company.

## **General Conditions**

Your use of the Service is at your sole risk. The service is provided on an “as is” and “as available” basis.

You understand that the Company uses third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run the Service.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service without the express written permission by the Company.

Verbal, physical, written or other abuse (including threats of abuse or retribution) of any Service customer or Company employee will result in immediate contract termination.

You understand that the technical processing and transmission of the Service, including your content, may be transferred unencrypted and

involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices.

The Company does not warrant that (i) the service will meet your specific requirements, (ii) the service will be uninterrupted, timely, secure, or error-free, (iii) the results that may be obtained from the use of the service will be accurate or reliable, (iv) the quality of any products, services, information, or other material purchased or obtained by you through the service will meet your expectations, and (v) any errors in the Service will be corrected.

You expressly understand and agree that the Company shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if the Company has been advised of the possibility of such damages), resulting from: (i) the use or the inability to use the service; (ii) the cost of procurement of substitute goods and services resulting from any goods, data, information or services purchased or obtained or messages received or transactions entered into through or from the service; (iii) unauthorized access to or alteration of your transmissions or data; (iv) statements or conduct of any third party on the service; (v) or any other matter relating to the service.

The failure of the Company to exercise or enforce any right or provision of the Terms of Service shall not constitute a waiver of such right or provision. The Terms of Service constitutes the entire agreement between you and the Company and govern your use of the Service, superseding any prior agreements between you and the Company (including, but not limited to, any prior versions of the Terms of Service).

### **Fair Refund Policy**

Bad refund policies are infuriating. You feel like the company is just trying to rip you off. We never want our customers to feel that way, so our refund policy is simple: If you're ever unhappy with us, for any reason, just contact us.

Example of full refund we'd grant.

If you were just charged for your next scheduled session (paid webinar, WeWork, community powerups, WeReflect session, design thinking WeCreate session) but you meant to cancel, we're happy to refund that extra charge.

Examples of partial refunds or credits we'd grant.

If we had extended downtime (multiple hours in a day, or multiple days in a month) or you emailed us and it took multiple days to get back to you or we missed a deadline without a good reason - we'd issue a partial credit to your account.

If you signed up and paid for one of our live workshops, but could not make it for a good reason, we will use one of our payforward schemes and will apply up to 50% discount towards your next session.

At the end of the day, nearly everything on the edges comes down to a case-by-case basis. Send us a note, tell us what's up, and we'll work with you to make sure you're happy.

**Questions about the Terms of Service should be sent to [vetreflections@gmail.com](mailto:vetreflections@gmail.com).**

Any new features that augment or enhance the current Service, including the release of new tools and resources, shall be subject to the Terms of Service. Continued use of the Service after any such changes shall constitute your consent to such changes.