



## *Website Terms & Conditions*

### *Introduction*

Hi there! This website, narelleshiell.com, is owned and operated by Narelle Shiell (ABN 27 699 415 912). If you have any questions or need further information, please contact:

Narelle Shiell

narelle@narelleshiell.com

This document sets out the Terms and Conditions you need to be aware of when using this website. Please take a moment to read them, as they set out your important rights and obligations and I care about making sure we both know where we stand. When you visit this website, use my services or purchase my products you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't accept this agreement, you should not continue to visit this website or purchase from me.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

### *Disclaimer*

On this website you will find blog posts and video content containing opinions and information about health & wellbeing, personal development & growth, spirituality and psychology. The information based upon my training, experience and qualifications. This information is provided solely for purpose of personal development, education and entertainment and is general in nature. It should not take the place of your seeking advice specific to your circumstances from your nominated professional provider.



## *My Rights & Responsibilities*

Whilst every reasonable attempt is made to ensure the validity and accuracy of this information; the information not a substitute for specialist advice; no professional relationship is formed by consuming it; is generalised information only, not specific advice; testimonials and promised results are not guarantees; I may modify the information or content at any time, including altering or deleting it without notice.

## *Visitor Responsibilities*

The information on this site is intended for personal and non-commercial use. It is advised the visitor make their own independent enquiries about what is right for them before acting on any of the information on the website. The visitor is responsible for their own safety and wellbeing.

## *Downloads*

Any files that are downloaded from this site are done so at the risk of the downloader. I do not warrant them against virus, malicious attack or other damage because of downloading or accessing the file. All information in this files are bound by the terms of this document and the intellectual property remains with the owner of this website and does not transfer upon downloading. All downloads are for personal use only and should not be distributed or reproduced without the express written consent of the website owner, Narelle Shiell.

## *External Links*

Occasionally this website will share external links to another website. This is done in good faith that the content was relevant at the time of the link sharing. I accept no responsibility for the material or content on any 3<sup>rd</sup> party website.



## *Third Party Advertisements*

I accept no responsibility nor do I warrant the content or products of any third-party advertiser on this site.

## *Services, Products & Programs*

All services are provided in line with my current qualifications and in good faith that all relevant information is disclosed at the time of purchase. Any testimonials or quoted results are client specific and are not a promise of the results you might obtain from my services or products; they are indicative of what can be achieved only and what has been achieved by others. If you are unsure about your circumstances or if the service, product or program is relevant or suitable for your situation please seek specific advice by emailing [narelle@narelleshiell.com](mailto:narelle@narelleshiell.com)

## *Intellectual Property*

### *Copyright*

The content of this website is protected by copyright. No portion of this website may be copied or replicated in any form without the written consent of the website owner. This extends to content purchased or subscribed to via this website and delivered via email or other forms of electronic communication.

## *Payment Terms*

### *Forms of Payment*

The owner of this website offers services and products for sale that are to be paid for prior to supply. Payment can be accepted over the phone via credit



card, paid by eft or credit card on invoice, by credit card at the time of booking via my scheduling system or via paypal directly off the website. In person services may be paid for by cash if arranged at the time of booking.

## *Payment Plans*

For programs, products or services packages over A\$400 payment plans may be negotiated with the website owner and offered. There may be an administration charge associated with this in order to handle the additional payment processing.

## *Shipping & Delivery*

Electronic delivery of products from this website is handled via an email service or by downloading from the website. Delivery of service based products is in person or via zoom, skype or telephone (telephone is within Australia only), by arrangement. Zoom is the preferred platform.

## *Returns Policy*

### *Products*

Once a download has been delivered or emailed and received by the purchaser they are considered non-refundable if the purchaser changes their mind about their purchase.

If the download is not successful or the email is not delivered, then the purchaser should contact the website owner and advise them of this so the products can be re-delivered. Please email notice of your issue to [narelle@narelleshiell.com](mailto:narelle@narelleshiell.com)

If the product varies from the description given at the time of purchase such that any reasonable person would agree the product is not as described, then the purchaser should advise the website owner in writing by email to



[narelle@narelleshiel.com](mailto:narelle@narelleshiel.com) that they are requesting a full refund and why. If it is found that the products delivered does not reasonably match the description a full refund will be paid to the customer. The customer will be required to agree in writing that all copies of the files will be permanently removed from their computer or any other device where they may have been sent or saved. In the case of a physical product it will need to be returned by the same means it was delivered and if found faulty freight costs will be refunded to you.

## *Services*

Services provided will not be refunded unless it can be shown the advertised services were not delivered as per the advertisement or information on this website or as agreed in private consultation between the client and service provider.

If the purchaser changes their mind or decides that the services are not what they wanted, after they have been delivered, then this matter should be discussed directly with the service provider to see if a resolution can be found and agreed to by both parties. The service provider provides no promise to provide remedy, but will make every reasonable effort to find an agreeable solution.

For bookings paid for in advance a full refund is offered if cancellation is made at least 24 hours before the service is due to be delivered. Cancellation within 24 hours will be issued a 50% refund. Bookings paid for and not attended with prior notice will forfeit the entire fee.

## *Visitor Information*

Communication and engagement is encouraged on this website and blog posts offer the ability for consumers to leave comments. Please be respectful in all comments you make of others that may also consume the information on the website. Discrimination, hate speech or any other form of communication that insults, degrades, discriminates, bullies or shows little



respect to its recipient is unacceptable and will be forwarded to any relevant authorities should legal action be taken by the recipient of the communication.

### *Jurisdiction*

This agreement is enacted and enforced under the relevant laws governing Queensland, Australia.