

# FIND YOUR Glow

NUTRITION. HEALTH. WELLNESS.

## **Website Terms & Conditions**

This website, [www.findyourglow.com.au](http://www.findyourglow.com.au) is owned and operated by Zoe Dent (ABN:18 725 313 029). If you have any questions or need further information, please contact me at: [zoe@findyourglow.com.au](mailto:zoe@findyourglow.com.au). 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. When you visit this website or use my services, 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 seek services from me. All services advertised on this website are offered in compliance with Australian Consumer Law.

## **General Disclaimer**

On this website you will find blog posts, articles, hints, tips, general advice and information on health & wellbeing. This information is provided solely for educational purposes.

## **My Rights & Responsibilities**

I take care to provide valuable information but I cannot be responsible for the use that you make of that information. General information about both business and health I provide is not a substitute for professional and/or health advice tailored to your individual circumstances. There is no professional relationship formed between us unless you explicitly choose to work with me by purchasing my services. Any testimonials, results and experiences I may display on this website are based on my experience and those of my previous clients. They are not guarantees that anyone else will achieve the same results. I may modify this information provided on this website at any time, including altering or deleting it without notice.

## **Visitor Responsibilities**

The nature of the nutrition, herbal medicine and health information provided on this site is general - there is no one size fits all when it comes to health advice. You are responsible for your own health and the choices you make. Please use your common sense and seek advice from your health practitioner if you are concerned about your wellbeing.

## **Downloads**

Although I ensure that anything uploaded to my site is safe, I take no responsibility for viruses or any other damage which might occur as a result of downloading material from the site.

## **External Links**

I will link to external links whenever relevant to the content. This includes research, news articles and third parties. However, I am not responsible for the content of any external sites that may be linked.

## **Health Services**

As a nutritionist and herbalist, it is my responsibility to use my training as a health professional to educate about health and wellbeing. This could be through workshops, 1:1 services, recipe development or consulting with your business. Results, suitability and potential problems that could arise depend on the service offered. If you would like to discuss whether your needs suit my offers, please contact me for an obligation-free discovery call.

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## **Intellectual Property**

The content of this website is protected by copyright. No portion of this website may be copied or replicated in any form without my written consent. You are welcome to share links and quotes from the content as long as it is accompanied by a direct link to the page that you found the content.

## **Payment Terms**

When paying for services, payment can be made via Paypal or bank transfer for Australian clients. Some services come with payment plans available. The information about payment plan options will be provided to prospective clients when requested.

## **Delivery**

Delivery for all online 1:1 consultations takes place via Health Bank or Zoom. When you book an appointment, you will be sent details about downloading these applications. 24 hours notice is required for all cancellations and reschedules of appointments. Late cancellations/reschedules and no-show appointments may result in an additional fee being charged based on the length of the appointment. This information is provided in your confirmation email. Delivery of content will be via email in the form of a Word Document or PDF unless otherwise stated.

## **Returns Policy**

### **Change Of Mind**

I may offer a partial refund to clients who change their mind within a reasonable time frame. This service requires an investment of my time, so a full refund is not practical. However, if you are unhappy after our first session together, and notify me within 7 days of the session, I will refund your money minus a \$99 fee to cover the time spent together. If we have not commenced with service when you change your mind, I will refund your money minus any banking fees (if applicable).

### **Consumer Guarantees**

Minor issues may arise when working together. The internet may go down the day I am due to send out your content, or I may experience an unforeseen event. In these cases, I may address the situation by rescheduling sessions and/or contacting you via email to notify you. For a reschedule of a session due to illness or another emergency, I appreciate as much notice as possible.

### **Major Problems**

Major problems may include an extended period of illness, the need to care for a family member and pause all business operations, or any other unforeseen event, which takes me/you away from the business for an extended amount of time. In this case, I may offer for you to continue the service at a later date.

### **Cancellation of Contract**

If you choose to cancel a service at any time, you will need to inform me in writing by emailing me directly. If no service has been provided yet, I will provide a full refund. If the service been provided, but you are unhappy, we will discuss a resolution and appropriate refund amount.

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## **Visitor Information**

### **Respectful Communication**

You have an opportunity to interact with myself and others by commenting on blog posts. It is important to note that I have a zero-tolerance policy when it comes to spam and disrespectful behaviour towards myself or others.

### **Third Party Content**

From time to time, I will post articles that contain information provided from other people in the industry. This content represents their opinion, not mine. A link will be provided to their site so you will be able to review their terms and conditions for content.

## **Jurisdiction & Dispute**

My business is conducted in Sydney, Australia. This agreement is subject to the governing law of N.S.W.

**Negotiation** If you have any issue or complaint arising out of services purchased or these terms and conditions, we agree to make a genuine effort to resolve the dispute through negotiation and discussion where appropriate.

**Mediation** If we have a dispute, and are unable to resolve it by negotiation and discussion within 14 days, we must proceed to mediation with the assistance of an accredited mediator who is independent of us. The mediator is to be appointed by agreement of the parties. We agree to share the costs of mediation equally between us.

**Litigation** Going to court over any disagreement is a last resort. It may not be taken as a step until we have attempted negotiation and gone through an independent mediator without success.