



## Terms and Conditions and Refund Policy

This document outlines the terms and conditions, including our refund policy, for services and courses provided by Empowered Relationships Ltd, in accordance with UK regulations. By accessing and using our services, you agree to abide by these terms and conditions.

### 1. Refund Policy

We are committed to providing quality services and courses. If, however, you are dissatisfied or encounter issues, we offer the following refund options:

**A. Service Not as Described:** If you believe the service or course, you received does not match the description provided, please contact our customer support within 14 days of purchase. We will assess your claim and, if valid, issue a full refund.

**B. Defect:** In case of any technical issues or defects that prevent you from accessing or enjoying the service or course, please contact our customer support. We will investigate the issue and provide an appropriate solution, which may include a refund.

**C. Non-Delivery:** If you have not received access to the service or course within the specified time frame, please contact our customer support. We will investigate the delay and, if applicable, issue a full refund.

### 2. Exclusions

**A. Course and App Access:** Once you have accessed the course content or the Empowered Relationships Ltd app from an offer, we are unable to offer a refund. Accessing course materials or the app implies your acceptance of the content and service provided.

**B. Clearpay Credit Agreements:** Any transactions made using Clearpay for payments are subject to Clearpay's terms and conditions. Refunds for transactions involving Clearpay are subject to Clearpay's policies and procedures.

### 3. Your Responsibilities

**You agree to:**

- A. Provide accurate information during the registration and purchase process.
- B. Comply with all applicable laws and regulations when using our services and courses.
- C. Notify us promptly of any issues or concerns with our services to allow us to address them.

### 4. Changes to Terms and Conditions

Empowered Relationships Ltd reserves the right to modify these terms and conditions at any time. Any changes will be posted on our website, and it is your responsibility to review them periodically.

### 5. Contact Information

If you have any questions or concerns regarding our terms and conditions or refund policy, please contact our customer service by submitting a form on Empowered Relationships website.

By using our services and courses, you acknowledge that you have read and understood these terms and conditions and agree to be bound by them.