

Knova LLC - Terms and Conditions

Last Updated: October 29, 2024

Welcome to Knova LLC ("Knova Fitness," "we," "our," or "us"). By accessing our website, purchasing our services, or using our products, you agree to be bound by these Terms and Conditions ("Terms"). Please read these Terms carefully. If you do not agree with any part of these Terms, you must not use our services.

Business Contact Information:

Knova LLC

1616 W 110th St, Los Angeles, CA 90047

Email: contact@knova.co

1. Eligibility

- You must be at least 18 years old to use our services. For those under 18, parental or guardian consent is required.
- By using our services, you confirm that the information you provide is accurate and complete.

2. Health Disclaimer

- Knova Fitness provides fitness and nutrition information as guidance only. You should consult a healthcare professional before beginning any fitness, dietary, or nutrition program.
- You acknowledge and accept the risks associated with physical activities and dietary changes, including potential injury or illness.

3. Personal Training Services

- Training sessions are scheduled based on your package. Sessions must be canceled at least 24 hours in advance to avoid being counted as used. No-shows and cancellations within 24 hours of the scheduled session time will be counted as a completed session.

4. Meal Prep Services

- Once a meal prep order is placed, changes cannot be made. Cancellations are subject to a 25% cancellation fee. Clients must inform us of any dietary restrictions or allergies before placing an order.

5. Digital Content & Plans

- Digital content, workout plans, and nutrition guides purchased are for your personal, non-commercial use and come with lifetime access. Redistribution, resale, or sharing of our digital content is prohibited.

6. Clothing and Equipment

- Returns are accepted within 14 days of purchase, with refunds limited to items that are defective or incorrect. Please ensure all returns are in their original condition.

7. Payments and Subscriptions

- Subscription services renew automatically unless canceled. Clients must give 14 days' notice before the next billing cycle to cancel. Once a billing cycle has processed, clients cannot cancel until the following cycle.

8. Privacy Policy

- We respect your privacy and are committed to protecting your personal information. We collect certain sensitive information for business purposes. Please see our Privacy Policy for details on our data collection, storage, and security practices.

9. Intellectual Property

- All content, including text, graphics, and logos, on Knova LLC platforms is protected by copyright, trademark, and other intellectual property laws.
- Unauthorized use, copying, or distribution of our content is strictly prohibited.

10. Limitation of Liability

- Knova LLC is not liable for any injuries, losses, or damages resulting from your use or inability to use our services, except as required by law.
- Liability is capped at the amount paid by you for the services rendered.

11. Indemnification

- You agree to indemnify and hold Knova LLC harmless from any claims or damages resulting from your use of our services, violation of these Terms, or infringement of third-party rights.

12. Modifications to Terms

- Knova LLC reserves the right to change these Terms at any time. Updated terms will be posted on our website with the date of the latest revision. Continued use of our services constitutes acceptance of the revised Terms.

13. Governing Law

- These Terms are governed by the laws of Los Angeles, CA, without regard to conflict of law principles.

14. Contact Information

- For questions about these Terms, please contact us at contact@knova.co.