

# PAWS & PRAISE DOG TRAINING

## 60-Day Satisfaction Guarantee

### Terms & Conditions

Effective Date: 18 March 2026 | ABN: [YOUR ABN]

**IMPORTANT: This guarantee is available to NEW CLIENTS ONLY purchasing a 5-session training package for the first time. Please read these Terms and Conditions carefully before purchasing. By booking and paying for a 5-session training package, you confirm that you have read, understood, and agreed to all conditions set out in this document. Failure to meet any condition outlined herein will result in automatic forfeiture of any refund claim.**

## 1. Overview of the Guarantee

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Paws & Praise offers a 60-Day Satisfaction Guarantee exclusively to NEW CLIENTS who are purchasing and completing a 5-session training package for the very first time. This guarantee is not available to returning clients, existing clients, or anyone who has previously engaged Paws & Praise for any training service. This guarantee reflects our confidence in our training methodology and our commitment to genuine client effort. This guarantee is conditional and performance-based — it is not an unconditional money-back guarantee.

The guarantee exists to reward clients who fully commit to the training process. It is not available to clients who do not follow the program, miss sessions, or fail to submit required progress evidence.

## 2. Eligibility Requirements

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To be eligible to make a claim under this guarantee, ALL of the following conditions must be met without exception:

### 2.1 Package Requirement

- **The guarantee applies exclusively to NEW CLIENTS purchasing a 5-session training package for the first time. This guarantee is NOT available to existing or returning clients, clients who have previously trained with Paws & Praise, clients redeeming gift cards, or clients on any other package or service. Single sessions, puppy school, online courses, and all other services are not covered.**
- The package must have been paid in full prior to the commencement of the first training session.
- The guarantee is non-transferable and applies only to the original purchaser.

### 2.2 Session Completion Requirement

- **All 5 sessions must be completed in full.**

- All 5 sessions must be attended and completed within 8 weeks (56 calendar days) of the date of the first session. Sessions not completed within this timeframe will void eligibility entirely.
- Sessions must be attended by the same person(s) who booked the package. A session attended by a substitute person on behalf of the client does not count toward completion.
- A session is only deemed 'completed' when the client attends the full duration of the scheduled session. Late arrivals of more than 15 minutes will not constitute a completed session.

### 2.3 Homework Submission Requirement

- **The client must complete and submit all homework tasks assigned by the trainer at the end of each session.**
- **Homework must be submitted via WhatsApp to Melissa Robinson at 0478 158 171 within 7 days of each session.**
- **Homework submissions must be in the form of video recordings clearly showing the dog performing the assigned exercises or behaviours.**
- Video submissions must be of sufficient quality to clearly identify the dog, the owner, and the behaviour being practised.
- Written descriptions or photos will not be accepted as a substitute for video submissions.
- Late submissions (submitted after 7 days from the session date) will not be counted and may void eligibility.
- A minimum of one video submission per training session is required. Where multiple homework tasks are assigned, one video per task is required.

### 2.4 Weekly Check-In Requirement

- **The client must complete a weekly check-in update via WhatsApp for every week during the 8-week program, regardless of whether a session occurred that week.**
- Weekly check-ins must include: (a) a written progress update of at least 3 sentences; (b) a description of how many times the client practised the assigned exercises that week; and (c) any questions or concerns for the trainer.
- Check-ins must be sent by Sunday 8:00pm each week. Missed check-ins will be noted and may impact eligibility.
- A minimum of 6 out of 8 weekly check-ins must be completed and on time to maintain eligibility.

### 2.5 Training Compliance Requirement

- The client must follow all training instructions provided by Melissa Robinson during sessions and in written/verbal homework briefs.
- The client must not use training methods, tools, or devices that are contrary to Paws & Praise's positive reinforcement methodology (including but not limited to: prong collars, choke chains, electric collars, or punishment-based techniques) during the program period.

- Evidence of the use of prohibited training methods will immediately void eligibility for any refund.
- The client must not engage or work with another dog trainer during the 8-week program without written consent from Paws & Praise.

## 2.6 Behavioural Baseline Requirement

- A clear description of the dog's presenting behaviour issues must be provided by the client prior to or at the first session, for use as a baseline comparison.
- The trainer's assessment of baseline and progress is final. No third-party assessments will be accepted.

## 3. How to Make a Claim

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If a client believes they have met all conditions and wishes to lodge a guarantee claim, the following process must be followed strictly:

1. The client must submit a written claim via email to [melissa@pawsandpraisedogs.com.au](mailto:melissa@pawsandpraisedogs.com.au) with the subject line: 'Guarantee Claim – [Your Name] – [Dog Name]'.
2. The claim must be submitted within 60 calendar days of the date of the first training session. Claims submitted after this date will not be considered under any circumstances.
3. The email must include: (a) full name and contact number; (b) date of first and last session; (c) a detailed written explanation of why the client feels the program has not delivered results; (d) all WhatsApp homework videos as downloadable links or attachments; (e) screenshots of all weekly check-in messages sent via WhatsApp; (f) confirmation that all 5 sessions were attended in full.
4. Paws & Praise will review the claim and all submitted evidence within 14 business days.
5. Paws & Praise reserves the right to request additional evidence, conduct a follow-up assessment session, or contact the client by phone to discuss the claim.
6. The decision of Paws & Praise is final. No appeals process is available.

## 4. Exclusions — When the Guarantee Does Not Apply

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The guarantee is automatically void in any of the following circumstances:

- **Any session was missed, cancelled, or not completed within the 8-week window.**
- **Any homework video was not submitted within 7 days of the relevant session.**
- **Fewer than 6 weekly check-ins were submitted on time.**
- **The client used prohibited training tools or methods at any point during the program.**
- **The client worked with another trainer during the program without written consent.**

- **The claim is submitted after the 60-day deadline.**
- **The package was not paid in full prior to the first session.**
- The client's dog has an underlying medical or psychological condition that was not disclosed prior to the commencement of training.
- The client failed to attend the initial consultation or baseline behaviour assessment.
- The client behaved in a manner that Paws & Praise deemed aggressive, abusive, or threatening toward the trainer.
- The client did not follow the trainer's instructions or actively undermined the training process.
- Results were not achieved due to factors outside of Paws & Praise's reasonable control (including but not limited to: changes in the dog's health, changes in the home environment, addition of a new pet or child to the household, or significant lifestyle changes during the program).
- The claim relates to cosmetic, aesthetic, or subjective dissatisfaction unrelated to measurable behavioural outcomes.
- The package was purchased under a promotional discount of greater than 20%.
- **The client is not a new client. This guarantee is strictly for first-time clients of Paws & Praise only. Returning clients, existing clients, and anyone who has previously booked any service with Paws & Praise are not eligible under any circumstances.**

## 5. Refund Amount and Method

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In the event that a claim is approved by Paws & Praise (at our sole discretion), the following refund terms apply:

- The maximum refund payable is the amount paid for the 5-session package, less the value of any sessions already delivered at the standard single-session rate of \$140.00 per session.
- Travel fees, consultation fees, and any discounts applied at time of purchase are non-refundable.
- Refunds will be processed via the original payment method only.
- Refunds will be processed within 14 business days of a claim being approved.
- No cash refunds will be provided.
- Partial refunds may be offered at the discretion of Paws & Praise where some but not all conditions have been met.

## 6. Cancellations and Rescheduling

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- Sessions cancelled by the client with less than 24 hours notice will be counted as a completed session for the purposes of this guarantee.
- Sessions cancelled by the client with less than 24 hours notice more than once during the program will void guarantee eligibility entirely.
- Sessions cancelled by Paws & Praise will be rescheduled at no penalty to the client and will not count against the 8-week completion window.

- Rescheduled sessions must still fall within a maximum of 10 weeks from the first session date where Paws & Praise initiated the cancellation.

## 7. Acknowledgement of Program Requirements

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By booking and paying for a 5-session package, the client acknowledges and agrees that:

- Dog training requires consistent effort, repetition, and practice by the owner between sessions.
- Results vary between dogs and owners based on breed, age, history, and the consistency of practice.
- Paws & Praise does not guarantee specific outcomes or timelines beyond the satisfaction guarantee described in this document.
- The client is responsible for their own dog's behaviour and safety at all times.
- This guarantee does not constitute a guarantee of any specific behavioural outcome.
- Paws & Praise reserves the right to terminate a training program at any time if the safety of the trainer is at risk, without refund obligation.

## 8. Privacy and Evidence

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- By submitting homework videos and check-in updates, the client grants Paws & Praise permission to store and review this content for the purposes of evaluating guarantee claims.
- Paws & Praise will not share client videos publicly without explicit written consent.
- All client data is handled in accordance with the Australian Privacy Act 1988.

## 9. Governing Law

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These Terms and Conditions are governed by the laws of the State of Victoria, Australia. Any disputes arising from this guarantee shall be subject to the jurisdiction of the courts of Victoria. Nothing in these terms limits any rights the client may have under the Australian Consumer Law.

## 10. Contact Information

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For all guarantee claims, questions, or concerns regarding these Terms and Conditions, please contact:

**Melissa Robinson**

Paws & Praise Dog Training

Email: [melissa@pawsandpraisedogs.com.au](mailto:melissa@pawsandpraisedogs.com.au)

Phone: 0478 158 171

Website: [www.pawsandpraise.com.au](http://www.pawsandpraise.com.au)

Service Area: Melbourne & Victoria, Australia

**By booking and paying for a 5-session training package with Paws & Praise, you confirm that you have read, understood, and agreed to these Terms and Conditions in their entirety.**

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name (Print): \_\_\_\_\_

Dog's Name: \_\_\_\_\_

Trainer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Version 1.0 — Effective 18 March 2026 | Paws & Praise Dog Training | Melbourne, Victoria*