

Customer Terms & Conditions

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Grounded Power Customer Terms and Conditions

1. General Terms

By purchasing products, services, or memberships from Grounded Power, LLC, you agree to the following Terms and Conditions. These terms govern the sale and delivery of our AI-driven wellness packages, products, services, and memberships, including the Grounded Power Dojo and Pilot Club. Please read these terms carefully before placing your order.

2. Payment Terms

- **Full Payment Due at Sale:**

All purchases require full payment at the time of sale. Your order will be processed once payment is received.

- **3-Month Financing Option:**

Grounded Power offers a 3-month financing plan for those who qualify. Under this plan, the total cost of your package can be divided into three equal monthly payments.

- The first payment is due at the time of purchase, with the remaining two payments due in subsequent months on the same date.
- Late payments may incur additional fees as outlined in the Financing Agreement provided at the time of purchase.
- **Membership Subscriptions:**

Grounded Power offers monthly and annual subscriptions for Dojo and Pilot Club memberships. Membership fees are due at the beginning of each subscription period. Subscriptions renew automatically unless canceled by the customer before the renewal date.

3. Financing Terms

- **Eligibility:**

Financing is subject to approval based on eligibility criteria set by Grounded Power and any partnering financial institutions. By opting for financing, you agree to undergo a brief credit check and provide necessary documentation.

- **Payment Schedule:**

The first installment is required upfront at the time of sale. The subsequent payments will be automatically debited from your account as agreed upon.

- **Late Payments:**

Any missed or late payments will be subject to a late fee of 5% of the total outstanding balance or as stipulated in the Financing Agreement.

- **Early Repayment:**

Customers may pay off the remaining balance in full at any time during the financing period without incurring penalties.

4. Returns and Refunds

- **Refund Policy:**

Due to the personalized nature of our wellness packages and memberships, Grounded Power does not offer refunds once a service has commenced or a product has been delivered. Exceptions may apply in cases of defective products or failure to deliver the agreed-upon services.

- **Return of Goods:**

Products that are defective or damaged may be returned for a replacement within 30 days of receipt. All returns must be approved by Grounded Power's customer service team.

- **Membership Cancellations:**

Memberships can be canceled at any time, but no refunds will be provided for the remaining subscription period. Access to membership benefits will cease immediately upon cancellation.

5. Service Terms

- **Service Availability:**

Grounded Power commits to providing high-quality services, including but not limited to, genetic analysis, health data scans, Dojo training sessions, and Pilot Club certifications. Service delivery schedules are subject to change based on availability and customer location.

- **Customer Obligations:**

Customers agree to provide accurate and up-to-date personal information for the purpose of receiving personalized wellness services and participating in Dojo or Pilot Club activities. It is the customer's responsibility to engage with the provided services and adhere to the recommendations given by Grounded Power consultants and instructors.

6. Privacy Policy

- **Data Protection:**

Grounded Power is committed to protecting your personal information. All data collected is used solely for the purpose of delivering and enhancing our services.

- **Confidentiality:**

Your genetic data, health information, and membership details will be kept confidential and will not be shared with third parties without your explicit consent.

7. Limitation of Liability

- **No Warranty:**

Grounded Power makes no express or implied warranties regarding the efficacy of its products, services, or memberships beyond the descriptions provided.

- **Liability Limitation:**

Grounded Power's liability in connection with the sale and delivery of products, services, and memberships is strictly limited to the value of the products purchased.

8. Governing Law

- **Jurisdiction:**

These Terms and Conditions shall be governed by and construed in accordance with the laws of the state in which Grounded Power is headquartered, without regard to its conflict of law provisions.

- **Dispute Resolution:**

Any disputes arising out of or in connection with these terms shall be resolved through arbitration in the state of Grounded Power's headquarters.

By completing your purchase or subscription, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

For any questions or concerns, please contact Grounded Power's customer service team at support@groundedpower.com.

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