

## Jack Craig Coaching - Terms of Service

Last Updated: 11/12/24

These Terms of Service ("Agreement") govern your participation in any coaching, consulting, digital product, or training program ("Program") offered by Jack Craig Coaching ("Company," "we," "us," "our").

By purchasing the Program, you ("Client," "you") agree to the following terms.

### **1. Program Deliverables**

#### **1.1. Coaching & Support**

- Four (4) weekly group coaching calls with Channel Manager.
- One-on-one private messaging support with Channel Manager for ninety (90) days.
- Editing assistance and advisory feedback delivered through private messages.
- Content, script, and video audits upon submission by the Client.
- Guidance relating to content improvement, editing, thumbnails, creative direction, and niche positioning.

#### **1.2. Tools & Resources**

- Access to the Company's niche-finding software.
- Access to unreleased niche guides.
- Aged YouTube channel setup instructions (where applicable).

#### **1.3. Duration**

- Ninety (90) days of support beginning on the date of purchase.
- Access to training materials for the duration of the Program.

### **2. Payment & Refund Terms**

#### **2.1. Finality of Payments**

All payments made by the Client are strictly final and non-refundable. By enrolling in the Program, the Client acknowledges that they gain immediate access to digital materials, software, training resources, and community support, and therefore no refunds, cancellations, reversals, or credits will be issued under any circumstances.

#### **2.2. No Refunds**

Once purchased, the Client is fully responsible for the payment regardless of participation, results, personal circumstances, or changes in availability.

### 2.3. Chargebacks

Any attempt to dispute or reverse a payment (“chargeback”) after purchase constitutes a breach of this Agreement. The Company may respond to such disputes with relevant evidence including purchase logs, communication history, IP logs, software access records, and timestamps.

## 3. Client Responsibilities

### 3.1. Participation

The Client agrees to participate actively in the Program, including attending group calls and submitting content for review.

### 3.2. Conduct

The Client agrees to maintain respectful conduct toward the Company’s staff and other participants.

### 3.3. No Refunds for Lack of Participation

Lack of participation does not entitle the Client to a refund, discount, or extension.

## 4. Scheduling & Communication

### 4.1. Missed Calls

Missed calls will not be rescheduled, credited, or carried forward.

### 4.2. Messaging Response Times

Messaging support response times are generally within 8–24 hours, Monday through Sunday.

## 5. No Guarantees

### 5.1. No Specific Results

The Company does not guarantee any specific results, including but not limited to revenue, monetisation, subscriber growth, or view performance.

### 5.2. Varying Results

Client results depend on numerous factors, including niche selection, effort, consistency, skill, and execution; therefore, results will vary from person to person.

### 5.3. No Professional Advice

Nothing provided in the Program constitutes financial, legal, tax, or investment advice. The Client is solely responsible for their own decisions and outcomes. Any examples of results shared by the Company are illustrative only and do not guarantee similar performance.

## **6. Intellectual Property**

### **6.1. Ownership**

All Program materials, including videos, documents, templates, software, call recordings, messages, frameworks, and training resources are the exclusive property of the Company.

### **6.2. Licence**

The Client receives a limited, non-transferable licence to access and use the Program materials for personal use only.

### **6.3. Restrictions**

Redistribution, reproduction, copying, public sharing, or resale of any Program materials is strictly prohibited.

### **6.4. Use Restrictions**

The Client may not use any Program materials to create, market, or sell competing coaching services, courses, software, or digital products, nor may they repurpose the Company's methods for commercial use.

## **7. Termination**

### **7.1. Grounds for Removal (No Refund)**

The Company reserves the right to remove a Client from the Program without refund in cases of:

- a. Abusive or disrespectful behaviour;
- b. Sharing or attempting to share proprietary materials;
- c. Attempting a chargeback after the refund window.

### **7.2. Access Removal**

Upon termination, the Client forfeits all access to Program materials and support.

## **8. Limitation of Liability**

### **8.1. Maximum Liability**

To the maximum extent permitted by law, the Company's total liability for any claim arising out of or relating to this Agreement shall not exceed the total amount paid by the Client for the Program.

## 8.2. No Liability for Indirect Damages

The Company is not liable for any indirect, incidental, consequential, special, or punitive damages, including but not limited to loss of profits, loss of revenue, business interruption, or loss of opportunity.

## 8.3. Participation at Own Risk

The Client participates in the Program at their own risk.

# 9. Governing Law

## 9.1. Jurisdiction

This Agreement is governed by the laws of Australia, where the Company operates.

## 9.2. Disputes

Any disputes shall be resolved in the jurisdiction of the Company's principal place of business.