

## Refund Policy of Jamie Long Coaching

This Refund Policy ("Policy") applies to the following purchases: Masterclass, Mock Auditions or Workshops

### 1. General

- (a) We offer refunds, repairs, and replacements in accordance with the *Australian Consumer Law* and on the terms set out in this Refund Policy ("Policy").
- (b) Any benefits set out in this Policy may apply in addition to consumer's rights under the *Australian Consumer Law*.
- (c) Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

### 2. Australian Consumer Law

- (a) Under the *Australian Consumer Law*:
  - (i) *Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled*
    - (A) *to cancel your service contract with us; and*
    - (B) *to a refund for the unused portion, or to compensation for its reduced value.*
  - (ii) *You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.*
- (b) We offer refunds, repairs, and replacements in accordance with the *Australian Consumer Law*.
- (c) The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy products and services.
- (d) If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is any inconsistency between this Policy and the *Australian Consumer Law*, the *Australian Consumer Law* will prevail.
- (e) Further information about the *Australian Consumer Law* and these Consumer

Guarantees is available from the website of the *Australian Competition and Consumer Commission*.

- (f) If a product or service which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.
- (g) If a product or service which you purchased from us has a failure that does not amount to a major failure (as defined in the *Australian Consumer Law*) then you may still be entitled to have the goods repaired or replaced.

### **3. Cancellation and Change of Mind**

- (a) In the event that you receive the products or services you have purchased, as stated, but that you simply change your mind, we may, at our discretion, offer you a refund or exchange, provided that:
  - (i) You notify us within 7 days of receipt of purchase.
  - (ii) In the case of services, the services have not already been performed.
  - (iii) The following conditions are satisfied:
    - It is due to illness (medical certificate required).
    - It is due to an emergency of a personal nature.

### **4. Exceptions**

- (a) Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:
  - (i) You misused the said product in a way which caused the problem.
  - (ii) You knew or were made aware of the problem(s) with the product or service before you purchased it.
  - (iii) You asked for a service to be done in a certain manner, or you asked for alterations to a product, against our advice, or you were unclear about what you wanted.
  - (iv) Any other exceptions that apply under the *Australian Consumer Law*.

### **5. Response Time**

- (a) We aim to process any requests for repairs, replacements or refunds within 1-2 business days of receipt.

### **6. How to Exchange or Refund a Service**

- (a) You can contact us at the end of this Policy to discuss a refund using the

information.

- (b) Unless otherwise defined in our sole discretion, we shall pay all refunds in the same form as the original purchase or to the same account or credit card used to make the original purchase.
- (c) To be eligible for a refund, repair or replacement, you must provide proof of purchase.
- (d) You may be required to provide a government issued identification to qualify for a refund, repair or replacement.

## **7. Contact Us**

- (a) If you wish to speak to us about this Policy or about any refund, repairs or replacements, please contact us at: [info@jamielongcoaching.com](mailto:info@jamielongcoaching.com).