TERMS AND CONDITIONS

GENERAL CONDITIONS FOR USE OF THIS WEBSITE

In the context of this website, “we”, “our” and “us” means Deep Life Design with websites under domain names [www.deep-life-design.com](http://www.deep-life-design.com) and [www.my-deep-life-design.com](http://www.my-deep-life-design.com). And “you” and “your” means you, the user or customer of this website.

The use of the term “product” includes the plural “products”, “courses”, “workshops”, “sessions” and “steps”.

Except if otherwise required by law the following Terms and Conditions, the Contract of Sale and our Privacy Statement govern your use of this website. They describe the rights and responsibilities of both you and us. If you use this website you agree to be bound by the Terms and Conditions and if you shop at this web site you agree to the terms of the Contract of Sale.

If you do not agree to the Terms and Conditions and the Contract of Sale and our Privacy Statement do not use this website.

We shall not be responsible for any detriment incurred by reliance you place on this website or its contents. Use of this website is on an “as is” basis and is entirely at your risk.

CHANGES TO TERMS

Because of frequent changes in Internet technology and applicable law we reserve the right to make changes to these Terms and Conditions at any time that technology and legal changes require. You should check these Terms and Conditions regularly for such changes.

CHANGES TO PRODUCTS

We and any other persons involved in the management of this website may make changes in the products described, and to other content of this website, at any time without notice.

We make every effort to ensure that product descriptions on our website are accurate. However some inaccuracies, typographical errors or misinterpretations may occur. We reserve the right to correct such inaccuracies or typographical errors as they are identified. We make no representations about the suitability of this information; it is provided “as is” without warranty of any kind.

All depictions contained on the website are for illustration purposes only.

PRODUCT PRICES

The price displayed for products on this website represents the full price, including any applicable tax, for the product itself but does not include postage/delivery charges (where applicable) which will depend on the destination.

We always seek to provide products at the most competitive prices, and because of the dynamic nature of this industry (e.g. vendor price changes and other variables beyond our control), prices, promotions, versions and availability advertised are subject to change without prior notice and we therefore reserve the right to change prices displayed for products on our website at any time.

Please be assured of our every effort to ensure the accuracy of our product pricing. However if an error is made and a product is listed at an incorrect price, we maintain the right to refuse to accept further orders and to cancel any orders already placed at the incorrect price. If an order has been confirmed and charged to your we shall immediately contact you regarding your requirements for the reimbursement of money paid.

INTERNET COMMUNICATIONS

When you visit our website or send e-mails to us, you are communicating with us electronically. By using the website we and you consent to receiving communications electronically. We will communicate with you by e-mail or by posting notices on this website. We and you agree that all electronic communications between us of agreements, notices, disclosures or other information satisfy any legal requirement that such communications be in writing.

The nature of Internet communications means that communications may be susceptible to data corruption, interception and delays and you agree that unless proven otherwise we are not responsible for any such occurrence.

This website may:

* store one or more cookies in your browser in order to improve service for you on your subsequent visits to this website;
* request your browser to transmit this data back to the web server; or
* request your browser to transmit a cookie that has been stored on your browser by another site within the same internet domain.

( Note: Cookies are small pieces of data stored on the web browser on your computer. By using cookies, web sites can track information about visitors’ use of the site and provide customised content. Most web browsers can be configured to notify the user when a cookie is received, allowing you to either accept or reject it. You may also inspect the cookies stored by your web browser and remove any that you do not want. If you disable the use of cookies on your web browser or remove or reject specific cookies from this website or linked sites, then you may not be able to gain access to all the content and facilities of this website.)

INTELLECTUAL PROPERTY RIGHTS

Material contained on this web site is protected by intellectual property. Except to the extent permitted by relevant intellectual property legislation, you must not use, copy, modify, transmit, store, publish or distribute any material on this web site or create any other material using material on this web site, without obtaining our prior written consent. Registered trademarks and logos must not be used or modified in any way without obtaining the prior written consent of the trade mark or logo owner.

The website, products, technology and processes contained in this web site may be the subject of other intellectual property rights owned by third parties. No license is granted in respect of those intellectual property rights other than as set out in these Terms and Conditions.

YOUR ACCOUNT

When you purchase from us an account on the website www.my-deep-life-design.com will be established, for the period of maximum one year.

We retain absolute discretion to refuse / to allow an account to be established, to terminate accounts, to remove or edit content where the account has not been kept in accordance with these terms and conditions. It is your responsibility to provide your exact email address, delivery address, billing address and telephone number and to keep these up to date. Any incorrect information provided may lead to a delay in delivering the product ordered by you or non delivery of the product.

You are responsible for the confidentiality of your account password. Your password and account details are stored on a secure server for ease of use in processing future orders or for warranty claims. The information is only used to process your orders, for statistical purposes that may improve our website and its services, and to allow us to notify you of special offers or new products via our newsletters. Please refer to our Privacy Statement on this website. No credit card details are stored by us.

DISCLAIMERS

* The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.
* While we endeavor to update and ensure that the information contained in the Courses and on our site is correct, we make no representations, warranties or guarantees, whether express or implied, as to the accuracy, completeness, currency or reliability of any of them.
* Some activities suggested or referred to in our courses may present a high risk of injury. Such activities may include lifting, reaching, handling hazardous or flammable products and using dangerous equipment or machinery. You are at all times responsible for assessing the appropriateness of using the course and must consider your personal health and physical suitability before using the same. You must consult a doctor if you are in doubt about your physical suitability.
* We will not be held responsible for any injury, loss or damage resulting from use of the courses.
* We are also not responsible for providing advice on the health and safety requirements or precautions which should be observed when using the course.
* You must ensure that you comply with the health and safety guidelines provided with the products or equipment that you are using.

ACCESSING AND USING OUR SITE, THE COURSE AND THE MATERIALS

You may use the course and view, download and print any materials relating to the course and information made available to you through our site subject to the following conditions:

* you may not allow other people or organization to use your registration details or otherwise access the materials;
* you may not use the materials to provide any services of any kind to any other person or organization;
* the materials shall not be reproduced or included in any other work or publication in any medium;
* the materials may not be modified or altered in any way;
* the materials may not be distributed or sold to any third party for any purpose; and
* you may not remove any copyright or other proprietary notices contained in the materials.
* you are responsible for making all arrangements necessary and purchasing any equipment or software required to enable you to access our site, courses or materials. In particular, you will be responsible at your own cost for obtaining your own copy of the computer program, up to date internet browser software and any other software required to enable you to view or download the Materials.
* we do not warrant that our site, the courses or the materials, or your access to them, will always be available or be uninterrupted or error-free, that defects will be corrected, or that our site, the courses or materials or the server that makes them available are free of viruses or other harmful components.
* your account and your access to the product is temporary, it will expire within the period stated in your purchase or terminate maximum 365 days after payment.

SECURITY

When you register your personal details to establish an account or to place an order, a secure server is used. Secure Sockets Layer (SSL) encrypts the information you send through this website. We make no warranty in respect of the strength or effectiveness of that encryption and accept no responsibility for events arising from unauthorized access of the information you provide.

PRIVACY

**WHAT INFORMATION DO WE GATHER ABOUT YOU?**

We collect information from you when you access our websites and when you subscribe to our email service.

**WHAT DO WE USE YOUR INFORMATION FOR?**

We use your IP address to help diagnose problems with our server and to administer our website by identifying which parts of our site are most heavily used. We do not link IP addresses to anything personally identifiable. This means that user sessions will be tracked, but the users will remain anonymous.

The email address you provide may be used to send you information, respond to inquiries, and/or other requests or questions.

User information may be shared with third-party partners to the extent necessary to provide and improve web services or other communications to users. Any third parties who receive user information for this purpose are prohibited from using or sharing user information for any purpose other than providing services to users.

We may also provide your information to third parties in circumstances where we believe that doing so is necessary or appropriate to: satisfy any applicable law, regulation, legal process or governmental request; detect, prevent or otherwise address fraud, security or technical issues; or protect the rights, property or safety of us, our users or others.

**DEVICE INFORMATION COLLECTED BY US**

We may collect non-personal information about the computer, mobile device or other device you use to access our website, such as IP address, geolocation information, unique device identifiers, browser type, browser language or other information of this nature. We use this information in an aggregate fashion to track access to our websites. At no time do we disclose site usage by individual IP addresses. Web server logs are retained on a temporary basis and then deleted from our systems.

**COOKIES**

Cookies are small files that are stored on your computer (unless you block them). We use cookies to understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

**THIRD-PARTY COOKIES**

Cookies may be set by an organization other than Deep Life Design. These “third-party cookies” may, for example, originate from websites such as YouTube, Twitter, Facebook, Google Plus, Wordpress or other social media services for which Deep Life Design has implemented “plug-ins.” Since the cookie policies of these sites change over time, you should determine their policies by visiting the privacy policy pages of these sites directly.

You may disable cookies through your individual browser options. If you would like to learn more about cookies please refer to the following website: <http://www.allaboutcookies.org/>

**LINKS TO THIRD-PARTY WEBSITES**

We may provide hyperlinks to third-party websites as a convenience to users of Deep Life Design. We do not control third-party websites and are not responsible for the contents of any linked-to, third-party websites or any hyperlink in a linked-to website. We are not responsible for the privacy practices or the content of third-party websites.

**EMAIL POLICY**

We will not share, sell, rent, swap or authorize any third party to use your email address for commercial purposes without your permission.

**INFORMATION PROTECTION**

To prevent unauthorized access, maintain data accuracy and ensure the appropriate use of information we gather about you, we have taken commercially reasonable steps to protect the information. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure.

**CHANGES TO THIS POLICY**

This Privacy Policy may be amended from time to time. Any such changes will be posted on this page. The effective date of this policy was 2nd January, 2019.

CONTRACT OF SALE

These terms together with your order constitute the entire contract between you and us for the supply of products. No other terms will apply except where terms may be implied by law. The contract cannot be varied unless we agree to vary it in writing or by email.

ORDERING PRODUCT

You can place an order only by clicking the “PLACE ORDER” button.

When you place an order with us you have made an offer to purchase the product you have chosen and when we issue a tax invoice to you we have accepted your offer. Both offer and acceptance are based on these terms and conditions and are subject to any clause allowing for the cancellation of an order before property passes to you.

We will issue you with an Order Number by email after we have received your offer to purchase.

We will notify you when we process your order by sending you an Order Confirmation and tax invoice via email. In order to prevent payment fraud your offer can only be accepted by us after it has passed our validation procedures.

We retain discretion to cancel orders if our processes identify any attempt at fraud or for any other legitimate reason.

If for any reason we cannot process or accept your order after payment is received, we will contact you by email or telephone to determine your requirements for the reimbursement of money paid.

CONTENT AND USERS

While we make every effort to run courses as advertised, we reserve the right to change course content, assessment, dates and trainer/moderator.

We also reserve the right to suspend any student who disrupts a course by his or her unacceptable behavior.

AGE RESTRICTIONS

You must be at least eighteen (18) years of age to place an order with us. We do not knowingly accept orders from anyone under 18.

By placing an order with us through this website you acknowledge that you are over eighteen (18) years of age.

Should we suffer any loss or damage as a result of a transaction entered into by a person under the age of 18, we reserve the right to seek compensation for such loss or damage from the parents or guardians of the person who placed the order(s) with us.

PAYMENT

We only accept payment through PayPal, Credit cards and Ideal.

Payment will not be processed until we have received all relevant information required for processing to be completed.

The processing of payment for orders placed on a weekend or a public holiday will not begin until the next working day.

We process PayPal payments when you checkout from the product order screen.

CREDIT CARDS

We process credit cards payments when you checkout from the product order screen.

Whilst we employs the latest in Secure Sockets Layer (SSL) technology software for its transactions with our customers, we will not be responsible for any damages, consequential losses (whether direct or indirect) suffered by a customer whose credit card is fraudulently used or is used in an unauthorized manner.

RETURN POLICY

You can request a full refund up to 10 days after paying for access to a course or workshop provided you have not yet accessed the materials.

Any request for refunds after ten days following purchase, or once you have accessed the materials, if approved, will receive a partial refund. In such cases, 15% of the course fee will be charged as administration, payment processing and cancellation fee. This will only be granted if you have accessed less than 25% of the course.

TIMESCALE OF REFUND

Deep Life Design will process the refund due to you as soon as possible and, in any case, within 30 calendar days of the day on which you requested it.

DISPUTES AND APPLICABLE LAW

If you access our website and order our product you explicitly accept our terms and conditions. You also accept that using our services is at your own risk. We can not be held responsible for any injury, loss or damage resulting from the use of the websites and products.

The use of the website and its products is governed by Dutch law. Any dispute arising from the use of the website and products pertaining to these terms and conditions shall be brought before the competent court for the court district of 's-Hertogenbosch. In the rare case that damage can be claimed from direct or indirect use of our services, we cannot be hold accountable for a fee which is higher than twice the fee that you (the individual user) have paid for our service.

RESOLVING YOUR CONCERNS

If you have any concerns with, or do not understand, our Terms and Conditions we encourage you to contact us and we will make every endeavor to resolve your concerns. Our contact details are below and we will respond to your query as soon as possible

Deep Life Design

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