

By placing an order with The Global Success Institute, you are agreeing to these Terms & Conditions. Please read these Terms and Conditions before placing an order.

**In this Agreement:**

“You” means the person placing an order.

“We” and “us” means The Global Success Institute Pty Ltd ABN: 21 163 412 057

“Agreement” means these Terms & Conditions, together with the completed order form; you are making an offer to purchase products, which, if accepted by us, will result in a binding agreement.

The Agreement is governed by the laws of the State of Victoria and the parties submit to the non-exclusive jurisdiction of the courts of Victoria, and the courts entitled to hear appeals from those courts.

By using the website to buy products online, you confirm that you are at least 18 years old.

**1. ORDERING:**

By completing and submitting an electronic order form, you are making an offer to purchase goods which, if accepted by us, will result in a binding contract. Please note that products will not be sent (or links to online products) until we have received authorisation from your payment card issuer. We will not be liable if there is a delay.

After you have placed your order:

You will receive an email to acknowledge your order. It will confirm which products you have ordered. This email is not an order acceptance from us.

We will not accept your order if:

- Your payment is not authorised
- We do not have products in stock
- There is an error on our website regarding the price or other details of the products
- You have cancelled it in accordance with the instructions below

We reserve the right to refuse any order.

**2. RETURN / REFUND**

If you change your mind after placing an order, you can cancel it any time before we send it. Please contact us and provide your details of order, as well as your order number to cancel your order.

Returning products after sending:

We offer 30 days return/refund policy. You must contact us and return products within 30 days of your purchase. If you purchased a physical product that we shipped to you, you may be required to return the entire product. Products must be returned complete and undamaged. Please include a copy of your invoice.

Refunds for the price of the product will be made within 7-14 days received of products returned.

**Contacting Us:**

The Global Success Institute  
Suite 40, 37-39 Albert Rd,  
Melbourne, VIC 3000, Australia

Tel: +61 3 9608 7900

Via website: [www.thecoachinginstitute.com.au](http://www.thecoachinginstitute.com.au)

Via email: [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au)

### 3. SHIPPING & DELIVERY:

Shipping costs for order from [www.thecocahinginstitute.com.au](http://www.thecocahinginstitute.com.au) depend upon the method you choose and the shipping destination. Your shipping and handling charges shown at the checkout and on the invoice.

All orders require at least 24-48 hours processing before shipping. We do not process orders during weekends.

Delivery times should be used as a guide only as they are based on estimates provided by Australia Post and generic delivery times. Due to circumstances beyond our control, it may take longer for your parcel to reach you during busy periods (such as sale and Christmas time).

**International Orders:** Please allow 2-4 weeks for delivery, due to customs (depend destination).

If there are any problems with your order, we will contact you with regards to the issue as soon as possible.

### 4. PRICE POLICY:

Prices throughout the website are quoted in AUD dollars, and payment can only be accepted in AUD dollars.

Shipping and handling charges, if any, will be added to the total price of your purchase.

The price you pay is the price of the products shown at the time you place your order, even if the price of the product has since changed.

### 5. GUARANTEES

We offer 30 days return policy from the date of purchase. Products must be returned complete and undamaged.

### 6. DIGITAL CONTENT AND ONLINE LEARNING

- a. **License.** Upon your payment of our fees for Digital Content, we grant you a non-exclusive, non-transferable license to use the Digital Content for your personal, non-commercial, entertainment use, subject to and in accordance with the terms of this Agreement. You will receive 12 months access to 'Disruptive Leadership' Program. You may copy, store, transfer and burn the Digital Content only for your personal, non-commercial, entertainment use.
- b. **Restrictions.** You represent, warrant and agree that you will use the Product only for your personal, non-commercial, entertainment use and not for any redistribution of the Digital Content or other restricted use. You agree not to infringe the rights of the Digital Content's copyright owner The Global Success Institute and to comply with all applicable laws in your use of the Digital Content. The Product is not transferable. You agree that you will not redistribute, transmit, assign, sell, broadcast, rent, share, lend, modify, adapt, edit, sub-license or otherwise transfer or use the Digital Content. You are not granted any synchronization, public performance, promotional use, commercial sale, resale, and reproduction or distribution rights for the Digital Content. You acknowledge that the Digital Content embodies the intellectual property of The Global Success Institute and is protected by law.
- c. **Explicit Content.** You agree that we have no liability to you for Digital Content you find to be offensive, indecent or objectionable.
- d. **Change in Content.** Some modules of the Product may be updated at our discretion. The Global Success Institute is not liable in any way if the Product contains materials which you are already familiar with.

### 7. INTELLECTUAL PROPERTY

The materials and the Intellectual Property delivered in any form remains the property of The Global Success Institute and is not to be replicated, modified, licensed, published, transmitted, distributed, uploaded, broadcast, sold or otherwise transferred without The Global Success Institute's written consent.