



NATALIE K. DOUGLAS
THYROID HEALER

HORMONE RESCUE TERMS OF SERVICE

Thank you for purchasing Hormone Rescue ("Product"). All sales are final for this Product. By completing the Product check-out, you ("Customer", "Client") agree to the following terms and understand that you will be charged the full amount of either the payment plan or pay-in-full price, whatever Customer selects upon checkout. Through rendering initial payment, Customer agrees to the following terms and conditions of this Agreement ("Agreement") in their entirety:

PART A

1. INTRODUCTION

Inner Momentum Pty. Ltd. T/A Natalie K. Douglas ABN: 57616404730 ("Company") is a company that provides people with Nutritional Practitioner services to assist them with the process of improving areas such as thyroid, hormone and gut health naturally. Company has created the Hormone Rescue ("Product") to educate Customer on how to naturally improve their hormone + general health to achieve a healthiest body, mind and soul so they can feel more empowered in their health. The Hormone Rescue Product is delivered as a four-week (4-week) package/program that consists of the Hormone Rescue educational program material including recipes created by Natalie K. Douglas. When joining a "live round" the program will run with additional 4 x weekly live group zoom calls and a private support group.

2. TERM

The Term of this Agreement shall commence from the time of payment (whether via one-time fee or the first payment of part-payment plan), until the End Date ("End Date") of the Hormone Rescue program. The End Date shall be four(4) weeks from purchase date for Hormone Rescue.

3. DISCLAIMERS

For the purposes of this Agreement, the Company is not an employee, a doctor, nurse, physical therapist, occupational therapist, psychiatrist, psychologist, therapist, personal trainer, public relations manager, social media manager, business operations manager, financial analyst, business executive, or other agent of Customer. Client understands that the Product has been

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designed by Company for general educational and informational purposes only, with the goal of teaching Customer new skills and providing Customer with awareness of traditional business practices. Through the Product, the Company might provide guidance regarding health advice, but it is ultimately the responsibility of the Customer (and only the Customer) to make the final decision for himself/herself/themselves.

This Product does not include: 1) individualised advice and feedback (unless during a “live round” on group calls at “Company’s” discernment); 2) procuring business or potential clients for Customer; 3) performing any business management services for Customer, such as accounting, operations, research, or development; 4) therapy sessions in the form of psychotherapy, psychoanalysis, or behavioral therapy; 5) publicity, public relations and/or social media marketing services; 6) legal or financial advice; 7) introduction to Company’s professional network and business relationships.

Customer hereby acknowledges that Customer is solely responsible for the amount of and/or type of results that Customer generates by implementing techniques and advice provided by Product. Customer also acknowledges that the Company cannot and does not guarantee that implementation of the Course will provide Customer with perfect health. Customer also agrees that he/she/they are solely responsible for any personal decision that Customer makes during or as a result of Customer’s use of the Product and indemnifies Company from any liability regarding said decision.

4. PROGRAM SPECIFICS

Hormone Rescue: The Product includes access to the Hormone Rescue educational program which includes written resources, audio lesson replays, recipes and (during a “live round” will also include a private support group and 4 x live weekly group zoom calls where participants can ask questions and access support/feedback for the duration of the live program (4 weeks)). The Company also agrees to answer any questions about the program content posted by members in the Program platform under the relevant lesson/module regardless of whether “client” as purchased as part of a “live round” or a self-study/evergreen program.

5. CLIENT’S RESPONSIBILITIES

The Product has been developed for educational purposes only. The Company has established its proprietary Product in order to educate and inspire Customer to pursue his/her/their health goals. However, Customer hereby acknowledges that Company does not guarantee Customer’s goals, whatever the goals may be, will be reached by completing and implementing the advice and techniques in the Product. Customer accepts and agrees that Customer is 100% responsible for his/her results from the Product. Customer acknowledges that, as with any investment, there is an inherent risk associated. As such, Customer agrees there is no guarantee that Customer will attain his/her goals by simply completing the Program.

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Nevertheless, Customer acknowledges that he/she/they can optimise his/her/their potential results from the Product by adhering to the following:

- Completion of all Product material, including reading/listening to all lessons, completion of homework or exercises, and any diaries/journaling/logs;
- Committing to the Program and/or treatment plan provided by implementing all recommendations;
- Utilisation of the any support forums, group calls or private groups (when applicable/offered)
- Taking 100% responsibility for Customer's results, 100% of the time.

6. PAYMENT & FEES – HORMONE RESCUE

Client has two payment options to purchase the Product, both of which are presented at checkout and outlined below: **A)** a one-time fee, due in-full before Customer may access the Product; or **B)** a part payment plan, outlined below. **NOTE:** A partial payment of one installment of the payment plan shall be treated as a commitment to pay the entire fee for the Program. By submitting a partial payment, Client understands that he/she/they are contractually bound to make all payments in the timeline outlined at checkout, which shall be billed to Customer automatically. Failure to make all payments due under the payment plan shall result in Customer's breach of this contract and in Customer's termination of access to the Product.

Client hereby agrees to pay in accordance with one of the following plans:

A. ONE-TIME FEE:

- One (1) payment of advertised price at the time of purchase which is due immediately upon signing and execution of this Agreement. The Product shall not be distributed for Customer's access until and unless full payment is rendered; or

B. PAYMENT PLAN:

- Three (3) consecutive monthly payments of advertised price with the first payment due immediately upon purchase of the "product"

C. LATE FEES:

- Company understands that, from time to time, there are issues with payment. All payments must be received by Company within ten (10) days of the due date for that installment. Any payments not received within ten (10) days of their due date shall be subject to a late fee of fifty Australian Dollars (\$50.00 AUD) and will result in Customer's breach of this Agreement.

D. ACCOUNT SUSPENSION:

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- Failure to pay any due balance on your account will result in immediate suspension of your account and you will not be able to access the training programs or any associated Service/s. Company will make contact with you within ten (10) days to collect payment and re-activate your account but if Company are not successful in receiving any due balance on your account then Company will terminate your account permanently and you will not be able to access the materials again unless you pay the balance in full at the agreed purchase price.

D. COLLECTION OF OUTSTANDING PAYMENT:

- Failure to pay any due balance on your account will involve Company's internal billing team making contact with you to collect payment for thirty (30) days and then failing that, Company will hand the account over to an external collections agency for formal collections, which may incur additional collections fees and affect your credit rating.

E. SPECIALS & EARLY-BIRD OFFERINGS

- From time-to-time Company may offer special discounts off products. In these instances, the prices will be clearly displayed on checkouts and communicated via Company website.

7. REFUND POLICY

All sales are final for this course. Due to the inherent nature of educational programs and the electronic transmission of the same, there are no refunds. Refund requests will not be granted for "change of mind", "change of heart", or any other internal or external change in your personal circumstances.

8. NON-DISCLOSURE & CONFIDENTIALITY

Confidential Information & Non-Disclosure - Company takes pride in its proprietary information included in each Product. As such, Customer agrees and acknowledges all Confidential Information shared through this Product and by the Practitioner is confidential, proprietary, and belongs exclusively to the Company.

"Confidential Information" includes, but is not limited to:

- Any systems, sequences, processes or steps shared with Customer;
- Any information disclosed in association with this Agreement;
- Any systems, sequences, processes, or trade secrets in connection with the Product or Company's business practices.

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Testimonials - Company also agrees to protect Customer's personally identifiable information. However, from time to time, Company may use general statements about Customer's success for testimonials as part of Company's marketing strategy. By agreeing to these Terms, Customer agrees to Company sharing Customer's success stories as testimonials in any matter across any media at the sole discretion of Company.

9. INTELLECTUAL PROPERTY & LIMITED LICENSE

Intellectual Property - This Product and the related content shall be considered intellectual property owned by Company. Other examples of intellectual property owned by Company and within Company's products include, but are not limited to: trademarks, service marks, layout, logos, business names, course/program/module names, design, text, written copy, certain images, podcast recordings, workbooks, videos, audio files, and all of our paid products (collectively referred to as "Intellectual Property").

Limited License - Company grants only a limited, personal, non-exclusive and non-transferable license to Customer to use the Intellectual Property for Customer's personal and internal business use. Customer acknowledges that his/her/their purchase of this Product is for his/her/their individual use. **Customer shall not copy, reproduce, transmit, modify, edit, create derivative works from, alter, sell, or share with others any products or parts of the Program without prior written consent or unless provided otherwise.**

If Customer is also a business owner or professional in a similar industry, Customer shall not misappropriate any of Company's Intellectual Property and proprietary information in the following manner:

- Teaching Customer's clients/customers/audience any of the information, methods, solutions, or formulae owned by Company and passing it off as Customer's own;
- Copying any of Company's Product content and/or material for Customer's commercial use;
- Copying, publishing, transmitting, transferring, selling, creating derivative works from, reproducing, or in any way exploiting any of the Intellectual Property owned by Company in either whole or part without prior written consent.

10. INDEMNIFICATION / LIMITATION OF LIABILITY

Customer hereby acknowledges that Company is not liable for any injuries that may arise from Customer's actions, omissions, or decisions based off Customer's participation in this Program including but not limited to: a decision to leave a job, a decision to invest in an opportunity, any of Client's health decisions, any of Client's financial decisions. Client hereby agrees to indemnify and hold harmless Company of any claims that may arise after use of this Product.

11. MISCELLANEOUS

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- A. *Amendments* - We reserve the right to amend this Agreement from time to time. Any amendments must be agreed in writing and executed by both parties.
- B. *Headings & Severability* - Headings are included for convenience purposes only and shall not affect the construction of this Agreement. If any portion of this Agreement is held to be unenforceable, it shall not affect the remaining portions of the Agreement, which shall remain in full effect. If any portion of this Agreement is held to be unenforceable, then the unenforceable portion shall be construed in compliance with applicable law in a light most favorable to the original intentions of the parties. If the unenforceable portion of the Agreement is found by a competent court of this jurisdiction to be contrary to law, then it shall be changed and interpreted to best reflect the original intentions of the parties, and all other provisions shall remain in full force and effect.
- C. *Entire Agreement* - This Agreement reflects the entire agreement between the parties. This Agreement trumps any other existing negotiations, communications or Agreements between the parties, whether written, oral, or electronic, and is the full extent of the Agreement between the parties.
- D. *All Rights Reserved* - All rights not expressly granted in this Agreement are reserved by us.
- E. *Governing Law* - Company is located in the Australia and is subject to the applicable laws governing Australia. The governing law for this agreement is the laws of New South Wales.
- F. *Arbitration* - Any disputes arising under this Agreement shall first be resolved through a binding arbitration.
- G. *Execution* – Customer agrees to accept the above Agreement in its entirety when Customer selects and confirms “I agree to the Terms & Conditions” at the Product checkout page and by rendering first payment.
- H. *Partial Validity* - If any provision of this Agreement is or becomes or is held by any arbitrator or other competent body to be illegal, invalid or unenforceable in any respect under any law or jurisdiction, the provision shall be deemed to be amended to the extent necessary to avoid such illegality, invalidity or unenforceability, or, if such amendment is not possible, the provision shall be deemed to be deleted from this Agreement to the extent of such illegality, invalidity or unenforceability, and the remaining provisions shall continue in full force and effect and shall not in any way be affected or impaired thereby.