

Success Builders Course

Terms and Conditions

Self-paced online course | Last updated: 8/24/2026

I'm glad you're here.

You are about to get everything I have learned about moving from senior manager to executive, organized so you can use it immediately. That is exactly why this agreement exists: so we both know what you are getting, what is expected of you, and how we handle the rare moments when something goes sideways.

Please read this before you buy. By purchasing or accessing The Success Builders Course, you are agreeing to everything below.

Maya Grossman

THE SHORT VERSION

- You get lifetime access to The Success Builders Course, for as long as we offer it.
- Everything unlocks the moment you enroll. All sales are final, and there are no refunds.
- This is a self-study course. It does not include live calls, one-on-one coaching, or feedback on your work.
- The materials are licensed to you alone. Do not share your login, resell, repost, or feed them into an AI tool.
- This is education, not legal or HR advice, and not a promise of a promotion, an offer, or a raise.
- If something goes wrong, email support@mayagrossman.com first. We will work it out.

This summary is for your convenience only. The numbered terms that follow are what govern your purchase.

1. Agreement to These Terms

These Terms and Conditions (the "Terms") are a binding agreement between Maya Grossman Group LLC ("Company," "we," "us," or "our") and you, the person purchasing or accessing the Course ("Client," "Student," or "you"). The Company and the Client are together the "Parties."

By clicking to purchase, checking a box indicating acceptance, creating an account, or accessing any portion of the Course, you agree to these Terms. If you do not agree, do not purchase or access the Course.

You represent that you are at least 18 years old, that you are legally able to enter into this agreement, and that the information you provide at checkout is accurate and belongs to you.

2. Definitions

"Course" means Success Builders Course, a self-paced online program, including all video lessons, audio, written materials, workbooks, templates, scripts, frameworks, worksheets, downloads, bonuses, and any updates or additions the Company makes available to you.

"Course Materials" means all content described above, in any format and on any medium.

"Membership Site" means the online platform on which the Course is hosted.

"Purchase Date" means the date the Company receives your payment in full or, if you selected a payment plan, your first installment.

3. What You Are Buying

The Course is a self-paced, pre-recorded, digital educational program. Upon enrollment and successful payment, you receive:

- (a) immediate access to the Membership Site;
- (b) all Course Materials, released in full at enrollment unless the sales page states otherwise;
- (c) any bonuses expressly listed on the sales page at the time of your purchase;
- (d) technical and administrative support by email, as described in Section 19.

The Course is delivered entirely online. No physical goods are shipped.

4. What the Course Is Not

The Course is a self-study product. Unless the sales page you purchased from expressly says otherwise, the Course does not include:

- (a) live group calls, cohort sessions, or office hours;
- (b) one-on-one coaching, mentoring, or consulting of any kind;
- (c) access to Maya Grossman by phone, text, direct message, or email for personal advice;
- (d) review, critique, or feedback on your resume, LinkedIn profile, applications, or any work you produce;
- (e) a private community, forum, or group chat;
- (f) job placement, introductions, referrals, or recruiter access.

These services are available separately through the Company's coaching programs and are governed by their own agreements. Anything not expressly listed in Section 3 is not included in your purchase.

5. Access and Duration

You receive lifetime access to the Course, which means access for as long as the Company continues to offer the Course, subject to these Terms. "Lifetime" refers to the lifetime of the Course, not the lifetime of the Client, and does not obligate the Company to maintain the Membership Site indefinitely.

If the Company retires the Course or closes the Membership Site, the Company will give you at least thirty (30) days' notice by email to the address on your account. During that period you may download any Course

Materials the Company has made available in downloadable form, for your continued personal use under the license in Section 7. Retirement of the Course does not entitle you to a refund or credit.

Your access is contingent on your continued compliance with these Terms and on your payments being current, as described in Section 11.

6. Your Account and Login

Access to the Course is licensed to one individual. You are responsible for keeping your login credentials confidential and for all activity that occurs under your account. You agree not to share your login with, or provide access to, any other person, including colleagues, friends, family members, or your employer.

The Company may use technical measures to detect credential sharing, including monitoring concurrent sessions, IP addresses, and device counts. If the Company reasonably determines that your account is being shared, the Company may suspend or terminate your access without refund, and may invoice you at the then-current Course price for each additional person who accessed the Course through your account.

If your employer or another third party paid for your enrollment, the individual named at checkout is the sole licensed user. Access does not transfer to a replacement employee, a teammate, or a successor in your role.

7. License to Use the Course Materials

Subject to your compliance with these Terms and your payment in full, the Company grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable, revocable license to access and view the Course Materials for your own personal, non-commercial professional development.

Within that license, you may apply the frameworks, templates, and scripts in your own career, including in your resume, LinkedIn profile, interviews, performance conversations, compensation negotiations, and your day-to-day work at your employer. You may also print or save materials the Company makes available for download, for your personal reference.

All rights not expressly granted in these Terms are reserved by the Company.

8. What You May Not Do

You may not, directly or indirectly:

- (a) share, sell, resell, license, sublicense, rent, lease, gift, trade, or otherwise transfer the Course Materials or your access to them;
- (b) copy, reproduce, republish, post, upload, transmit, or distribute the Course Materials, in whole or in part, including on social media, in a newsletter, in a Slack or Discord community, on a shared drive, or on any file-sharing site;
- (c) record, screen-record, transcribe, capture for distribution, or create derivative works from the Course Materials without the Company's prior written permission, which may be granted or withheld in whole or in part in the Company's sole discretion;
- (d) use the Course Materials to create, teach, market, or deliver any competing course, coaching program, workshop, membership, training, or consulting service;

- (e) use the Course Materials to train, fine-tune, or develop any artificial intelligence or machine learning model, or submit them to any artificial intelligence system that retains, learns from, or reproduces the content;
- (f) scrape, crawl, harvest, index, or perform text or data mining on the Membership Site or the Course Materials, or access them by any bot or automated means;
- (g) remove, obscure, or alter any copyright, trademark, or other proprietary notice;
- (h) circumvent, disable, or interfere with any security, access control, watermarking, or usage-tracking feature of the Membership Site;
- (i) use the Course or the Course Materials for any unlawful purpose or in any manner that harms the Company's reputation or intellectual property.

Any breach of this Section is a material breach of these Terms. The Company may terminate your access immediately and without refund, and may pursue all available legal and equitable remedies, including injunctive relief and statutory damages for copyright infringement.

9. Ownership of the Course Materials

The Company, or its licensors, owns all right, title, and interest in and to the Course, the Course Materials, the Membership Site, the Company's methodologies and frameworks, and the Company's brand names, logos, and trademarks, including all copyrights and other intellectual property rights in them. Nothing in these Terms transfers ownership to you. The license in Section 7 does not make you a co-author, co-owner, or licensee of the Company's intellectual property beyond the limited personal use described there.

10. Your Content, Feedback, and Testimonials

Any material you create using the Course Materials, such as your own resume, applications, plans, or notes, belongs to you.

If you voluntarily send the Company feedback, suggestions, questions, results, or a testimonial, you grant the Company a non-exclusive, worldwide, royalty-free, perpetual license to use that material to improve and promote the Course, including in marketing. The Company will not publish your full name, employer name, photograph, or other identifying details in marketing without your separate written consent.

Nothing in these Terms restricts your right to publish an honest review of the Course.

11. Fees, Payment, and Payment Plans

The price of the Course is the amount displayed at checkout at the time of your purchase. By enrolling, you agree to pay the full purchase price for the Course, regardless of which payment option you select.

Pay in full. If you select pay in full, the entire amount is charged at checkout.

Payment plan. If a payment plan is offered and you select it, you are agreeing to pay the total of all scheduled installments. A payment plan is not a subscription and cannot be cancelled. Your obligation to pay every remaining installment continues regardless of whether you use the Course, complete the Course, or continue to want it. You authorize the Company and its payment processor to automatically charge the card or account

used at checkout for each installment on its scheduled date, without separate authorization for each charge, and you agree to keep a valid payment method on file.

Failed payments. If a payment fails, the Company may suspend your access to the Membership Site until your balance is current, and may retry the charge. Where permitted by law, the Company may add a late fee of [\$25] per failed installment. After three (3) failed payment attempts, the Company may declare the entire remaining balance immediately due, terminate your access permanently, and refer the balance to a collection agency or attorney. You agree to pay the Company's reasonable costs of collection, including collection agency fees, court costs, and attorneys' fees.

Price changes. The Company may change the price of the Course at any time. Price changes are not retroactive, and you are not entitled to a credit, refund, or adjustment if the Course is later offered at a lower price or as part of a promotion, bundle, or bonus.

12. Taxes and Fees

Prices are exclusive of sales tax, VAT, GST, and any similar taxes unless stated otherwise at checkout. You are responsible for any such taxes and for any bank fees, currency conversion charges, or international transaction fees imposed by your payment provider.

13. All Sales Are Final

Because the Course is a digital product and you receive complete and immediate access to all Course Materials upon enrollment, all sales are final. The Company does not offer refunds, returns, exchanges, cancellations, transfers, or partial refunds, for any reason, including:

- (a) you changed your mind or purchased impulsively;
- (b) you did not have time to work through the Course;
- (c) you did not achieve the outcome you hoped for;
- (d) you found some or all of the material familiar;
- (e) your job, income, or personal circumstances changed;
- (f) you were dissatisfied with the Course.

This applies whether you paid in full or on a payment plan, and whether or not you accessed the Course after purchase. Enrolling in the Course while it is on sale, in a bundle, or as part of a promotion does not change this Section.

It is your responsibility to review the sales page, the curriculum, these Terms, and any preview materials before purchasing, and to decide whether the Course fits your goals. If you are unsure whether the Course is right for you, email support@mayagrossman.com before you buy and we will tell you honestly.

Duplicate or erroneous charges. If you are charged twice for the same enrollment, or charged in error, contact support@mayagrossman.com within thirty (30) days and the Company will correct the error. Correcting a billing error is not a refund and does not modify this Section.

Nothing in this Section limits any right you may have that cannot be waived under the mandatory consumer protection law of your country or state. See Section 14.

14. Immediate Access and Consent to Immediate Performance

The Course is digital content that is not supplied on a tangible medium and is made available to you in full immediately upon enrollment.

By purchasing the Course and accessing the Membership Site, you expressly request and consent to the immediate performance and delivery of that digital content before the end of any statutory cancellation or cooling-off period, and you acknowledge that by doing so you lose any right of withdrawal or cancellation that would otherwise apply, including the fourteen (14) day right of withdrawal under the EU Consumer Rights Directive and the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you are a consumer in a jurisdiction whose mandatory law grants you a cancellation right that cannot be waived, that law controls to the extent of the conflict, and the remainder of these Terms remains in full effect.

15. Chargebacks and Payment Disputes

If you have a billing problem, contact support@mayagrossman.com first. The Company will work with you in good faith to resolve it.

You agree not to initiate a chargeback, payment dispute, or reversal with your bank, card issuer, or payment provider for any charge you authorized under these Terms. Given the license granted and the access delivered at enrollment, and the no-refund policy in Section 13, initiating a chargeback for an authorized charge is a material breach of this agreement.

If you initiate a chargeback, the Company may immediately and permanently terminate your access to the Course; submit these Terms, your acceptance record, your access logs, and your usage history as evidence to the payment provider; and pursue the amount owed plus any chargeback and processing fees, collection costs, and attorneys' fees. Termination following a chargeback does not release you from the obligation to pay any remaining balance under Section 11.

16. No Guarantee of Results

The Course provides education, frameworks, and strategy. It does not guarantee any outcome.

The Company makes no promise, representation, warranty, or guarantee that you will receive a promotion, an interview, a job offer, a title change, a raise, a bonus, equity, or any specific compensation, career progression, or professional recognition, or that you will achieve any particular result within any particular time frame, or at all.

Any results, case studies, testimonials, income figures, or examples referenced in the Course or in the Company's marketing are illustrations of what specific individuals achieved. They are not typical, not average, and not a promise of what you will achieve. Your results depend on many factors outside the Company's control, including your industry, employer, manager, market conditions, timing, prior experience, performance, and the effort you invest.

You are solely responsible for your own decisions, actions, and outcomes, and for how you apply the Course Materials.

17. Not Professional Advice

The Course is educational and informational only. It is not, and must not be relied on as, legal, employment, human resources, tax, financial, investment, medical, or psychological advice. The Company is not a law firm, employment agency, recruiting or staffing firm, licensed therapist, or financial adviser, and no professional or fiduciary relationship of that kind is created by your purchase.

Before acting on anything in the Course, including negotiating or signing an employment agreement, resigning from a role, or making a financial decision, you should consult a qualified professional licensed in your jurisdiction.

18. Your Responsibilities

You agree to:

- (a) provide accurate account and billing information and keep it current;
- (b) use the Course Materials lawfully and consistently with your employer's policies and any agreements you have with your employer, including confidentiality, intellectual property, and non-solicitation obligations;
- (c) exercise your own judgment about what to apply, when, and in what context;
- (d) refrain from submitting your employer's confidential information to the Company;
- (e) maintain the device, software, and internet connection needed to access the Course.

19. Support

Support is limited to technical and administrative help, such as login problems, access issues, billing questions, and locating materials. Email support@mayagrossman.com. The Company aims to respond within [two (2) business days], excluding weekends and holidays.

Support does not include coaching, personalized career advice, or review of your work. Requests of that nature will be answered with information about the Company's coaching programs.

20. Changes to the Course

The Company may update, improve, add to, reorganize, or remove Course Materials at any time, and may change the platform on which the Course is hosted. The Company is not obligated to update the Course or to keep any specific lesson, module, bonus, or template available, and is not liable to you for such changes, provided the Course as a whole continues to deliver the substance described on the sales page you purchased from.

If a bonus is provided by a third party and that third party discontinues it, the Company may substitute a bonus of comparable value or discontinue it, without refund.

21. Technology and Third-Party Platforms

The Membership Site, payment processing, email delivery, and video hosting are provided through third-party platforms. The Company does not control those platforms and is not responsible for their availability, performance, security, or terms of service.

The Company does not warrant that access to the Course will be uninterrupted or error-free. Scheduled maintenance, outages, and platform migrations may temporarily interrupt access. The Company will make reasonable efforts to restore access promptly. Temporary interruptions do not entitle you to a refund or credit.

22. Suspension and Termination

The Company may suspend or permanently terminate your access to the Course, without refund, if you:

- (a) breach any provision of these Terms, including Sections 6, 8, and 15;
- (b) fail to make a scheduled payment;
- (c) engage in abusive, threatening, harassing, or defamatory conduct toward the Company, its team, its contractors, or other students;
- (d) use the Course or Course Materials unlawfully.

Termination does not waive any other remedy available to the Company. Sections 8, 9, 10, 11, 13, 15, 16, 17, 25, 26, 27, 29, and 30 survive termination of your access.

You may stop using the Course at any time. Stopping use does not cancel your payment obligation under Section 11 and does not entitle you to a refund.

23. Privacy and Communications

By enrolling, you consent to receive service-related emails about your account, your payments, and the Course. You may unsubscribe from marketing emails at any time. You may not unsubscribe from transactional emails relating to your purchase and access while your enrollment is active.

24. Confidentiality

The Course Materials, including all frameworks, templates, scripts, and strategies, are the Company's confidential and proprietary information. You agree to keep them confidential and not to disclose them to any third party, except as expressly permitted by the license in Section 7.

The Company will not sell your personal information and will not publicly disclose that you are a student of the Course without your permission, except as required by law, as necessary to operate the Course through its service providers, or as needed to enforce these Terms.

Please note: the relationship created by these Terms is not protected by legal privilege, such as attorney-client or doctor-patient privilege. Do not send the Company information that you need to keep privileged.

25. Disclaimer of Warranties

THE COURSE AND ALL COURSE MATERIALS ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMITTED BY LAW, THE

COMPANY DISCLAIMS ALL WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, AND ACCURACY, AND ANY WARRANTY ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. THE COMPANY DOES NOT WARRANT THAT THE COURSE WILL MEET YOUR REQUIREMENTS, THAT ACCESS WILL BE UNINTERRUPTED, OR THAT ANY CONTENT IS COMPLETE, CURRENT, OR ERROR-FREE.

Some jurisdictions do not allow the exclusion of certain warranties, so parts of this Section may not apply to you.

26. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, THE COMPANY AND ITS OWNERS, OFFICERS, EMPLOYEES, CONTRACTORS, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, INCOME, EARNINGS, BUSINESS OPPORTUNITY, EMPLOYMENT, PROMOTION, DATA, OR GOODWILL, ARISING OUT OF OR RELATING TO THE COURSE OR THESE TERMS, WHETHER BASED IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER THEORY, AND WHETHER OR NOT THE COMPANY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE COMPANY'S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THE COURSE OR THESE TERMS WILL NOT EXCEED THE TOTAL AMOUNT YOU ACTUALLY PAID TO THE COMPANY FOR THE COURSE.

Nothing in these Terms limits liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot be limited or excluded under applicable law.

27. Indemnification

You agree to indemnify, defend, and hold harmless the Company and its owners, officers, employees, contractors, and agents from and against any claim, demand, loss, liability, damage, cost, or expense, including reasonable attorneys' fees, arising out of or relating to (a) your breach of these Terms, (b) your misuse or unauthorized distribution of the Course Materials, (c) your violation of any law or of any third-party right, including any agreement with your employer, or (d) any decision or action you take based on the Course.

28. Force Majeure

The Company is not liable for any delay or failure to perform caused by circumstances beyond its reasonable control, including acts of God, natural disaster, fire, flood, epidemic or pandemic, war, terrorism, civil unrest, labor dispute, government action, power or internet failure, platform outage, cyberattack, or the serious illness or incapacity of the Company's principal.

29. Dispute Resolution

Step 1: Talk to us. Before initiating any formal proceeding, you agree to email support@mayagrossman.com with a written description of the dispute and the resolution you are seeking, and to give the Company thirty (30) days to respond and attempt to resolve it.

Step 2: Mediation. If the dispute is not resolved, the Parties agree to attempt to resolve it through non-binding mediation with a mutually agreed mediator, with the mediator's costs split equally.

Step 3: Binding arbitration. If mediation does not resolve the dispute, it will be finally resolved by binding arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules, before a single arbitrator, seated in Austin, TX, or conducted by videoconference. Judgment on the award may be entered in any court of competent jurisdiction. Either Party may instead bring an individual claim in small claims court if the claim qualifies.

Class action waiver. To the fullest extent permitted by law, all claims must be brought in your individual capacity. You and the Company each waive any right to bring or participate in a class, collective, consolidated, or representative action.

Injunctive relief. Nothing in this Section prevents the Company from seeking immediate injunctive relief in any court of competent jurisdiction to stop actual or threatened infringement, misuse, or unauthorized distribution of the Course Materials.

Legal fees. In any proceeding arising out of these Terms, the prevailing Party is entitled to recover its reasonable costs and attorneys' fees.

Time limit. Any claim arising out of or relating to the Course or these Terms must be brought within one (1) year after the claim arises, or it is permanently barred, to the extent permitted by law.

30. Governing Law and Venue

These Terms are governed by the laws of the State of Texas, without regard to its conflict of laws principles. Subject to Section 29, the exclusive venue for any action is the state or federal courts located in Austin, TX, and you consent to personal jurisdiction there. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

If you are a consumer resident in the European Union, the United Kingdom, or another jurisdiction with mandatory consumer protection laws, you retain the benefit of any mandatory provisions of the law of your country of residence that cannot be derogated from by agreement.

31. Assignment

You may not assign or transfer these Terms, your account, or your access to the Course to any other person. The Company may assign these Terms, in whole or in part, to a successor in connection with a merger, acquisition, reorganization, or sale of assets.

32. Entire Agreement and Amendments

These Terms, together with the Privacy Policy and the description of the Course on the sales page you purchased from, constitute the entire agreement between the Parties regarding the Course. They supersede all prior and contemporaneous representations, proposals, promises, and agreements, whether written or oral, including any statement made on a sales call, in an email, in an advertisement, or on social media.

The Company may update these Terms for future purchasers at any time by posting a revised version. The version in effect on your Purchase Date governs your enrollment, except for changes required by law or

changes that apply to your ongoing use of the Membership Site, which the Company will notify you of by email and which you accept by continuing to use the Membership Site.

No modification to your agreement is effective unless made in writing and signed or confirmed by email by an authorized representative of the Company.

33. Severability

If any provision of these Terms is held invalid, illegal, or unenforceable, that provision will be modified to the minimum extent necessary to make it enforceable, or, if it cannot be modified, severed. The remaining provisions will continue in full force and effect.

34. No Waiver

The Company's failure to enforce any provision of these Terms is not a waiver of its right to enforce that provision, or any other provision, at a later time.

35. Notices

Notices to you will be sent to the email address on your account and are deemed received one (1) business day after sending. Notices to the Company must be sent to support@mayagrossman.com and, if a formal legal notice, also by mail to: Maya Grossman Group, 1606 Headway Cir #9002, Austin TX 78754, United States.

36. Relationship of the Parties

Nothing in these Terms creates a partnership, joint venture, employment, agency, or fiduciary relationship between the Parties. You are purchasing a license to a digital educational product.

37. Acceptance

By clicking "I agree," checking the acceptance box, completing checkout, or accessing any portion of the Course, you acknowledge that you have read and understood these Terms, that you agree to be bound by them, and that your electronic acceptance has the same legal effect as a handwritten signature.

Questions before you enroll? Email support@mayagrossman.com and we will answer them.