

Rules for the purchase and use of the certificate

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1. Definitions

- 1.1. Zigmund.online service - a software and hardware system that allows visitors of the Site to receive psychological consultation service, and which processes and transmits requests of the clients to Psychologists.
- 1.2. The Service - psychological consultation session service, provided by the Seller in accordance with the following agreement:
<https://docs.google.com/document/d/1dzZjG2v2Eer69iY6UZ6CxNtbbF7iUOob/>.
- 1.3. The Seller - LLC Zigmund AM, a legal entity established and operating under the laws of the Republic of Armenia that sells the Certificates on the basis of that agreement.
- 1.4. The Psychologist - a self-employed person or an individual entrepreneur who provides psychological counseling Services.
- 1.5. The Holder - a fully capable person who owns the Certificate.
- 1.6. The Purchaser - a fully capable person making the purchase of the Certificate.
- 1.7. Gift Certificate / Certificate - a unique code confirming the conclusion of an agreement between the Seller and the Purchaser and certifying the Holder's right to receive sessions / psychological consultations in the amount, according to the conditions and face value of the Certificate.
- 1.8. The Application - the Holder's request, sent through the Zigmund.online service, to receive the services of a Psychologist for conducting sessions / psychological consultations, coaching, as well as other services indicated on the Site, conducted through Internet communication channels using the functionality of the Site. The Application is distributed to a particular Psychologist by the algorithms of the Zigmund.online service, taking into account the request criteria selected by the Holder.
- 1.9. The Certificate Validity Period – the period during which the Holder must complete the Certificate Activation.
- 1.10. The Activation - the actions of the Holder to enter a unique code of the Certificate in a special field in the interface of the Site, after which the face value of the Certificate becomes available for filling out an Application for a Service.
- 1.11. Site/Website - <https://zigmund.online/>.
- 1.12. Privacy Policy - is a statement that discloses the ways the Seller gathers, uses, discloses, and manages the Purchaser's or the Holder's data which is located at the following web-page:
<https://docs.google.com/document/d/1MoTaFpNOCZZzs9OdoBPnSDcUTNT7b3EH/>

Placing an order for a Gift Certificate and / or its Activation indicates full and unconditional agreement with these Terms of Purchase and Use of a Gift Certificate (hereinafter referred to as the "Terms").

2. Conditions for the purchase of the Certificate

- 2.1. The Purchaser can purchase the Certificate from the Seller in accordance with the terms specified in the interface of Website by selecting the value of the certain variant of the Certificate which depends on: the number of Services to be provided, the period of use of the Services, the validity period of the Certificate.
- 2.2. Payment is made by the Purchaser to the Seller on the Website due to the price specified on the web-pages located on the Site. Making a payment means that the Purchaser has agreed with the Privacy policy statement.
- 2.3. After completing the purchase of the Certificate, a Certificate in the form of a unique alphanumeric code is sent to the e-mail address specified by the Purchaser.
- 2.4. The Purchaser can specify his own email or email of the other Holder. By indicating the email of the Holder, the Purchaser guarantees that he has received the consent of the Holder, necessary in accordance with the requirements of the law, to transfer his personal data to the Seller.

3. Terms of use of the Certificate

3.1. The obligation to provide the Service to the Holder arises from an agreement between the Certificate Purchaser and the Seller, concluded under the suspensive condition of the Certificate Activation by the Holder and subsequent execution of the Application by the Holder on the Website using the Certificate. The provision of the Service obligation arises from the Holder's obligation to Activate the Certificate.

3.2. The Seller provides the Certificate Holder with the opportunity to use the Service which means the selection of Psychologists and the organization of the provision by Psychologists of psychological counseling services to the Holder on Applications made in the Zigmund.online service in the amount determined by the face value of the Certificate.

3.3. The Certificate is not a security, currency, bank account, deposit, electronic means of payment or other financial product and confirms the Holder's right to receive sessions within the limits of the Certificate face value.

3.4. The certificate can only be used to obtain the Service by the Holder via the Application in the Zigmund.online service and cannot be replaced by anything. Cash in the amount of the cost of the face value of the Certificate during its Activation is not subject to withdrawal or crediting to other accounts in the Service.

3.5. In pursuance of these Terms, the Seller ensures the connection to the Service of Psychologists engaged in psychological counseling activities. The Purchaser understands and agrees, and is also obliged to inform the Holders, that psychological counseling services are provided to the Holder directly by Psychologists and the responsibility for the proper provision of such services lies solely with the relevant Psychologists. At the same time, the content of such consultations is known only to the Holder and the Psychologist, between whom the psychological session took place, and is confidential. Neither the Seller nor the Purchaser have access to such content, nor have the right to demand its disclosure by the Psychologist or the Holder, nor can they evaluate or dispute the quality of the advice provided.

3.6. The Seller undertakes to provide information about Psychologists providing counseling to the Holder in the Zigmund.online service interface.

3.7. An Application for the selection of a Psychologist and the receipt of psychological counseling services using the Certificate is executed in the ways presented on the Website at the time of accessing the Site in the "as is" ("as is") mode. The criteria for the request for the selection of a Psychologist and the volume of sessions received at a particular point in time within the face value of the Certificate are determined by the Holder independently.

3.8. Activation of the Certificate is possible only once.

3.9. The certificate cannot be exchanged, or returned.

4. Period of the Certificate

4.1. Activation of the Certificate must be carried out within the period established by the Certificate.

4.2. After the Activation, the Certificate is available for its use within the period of its validity.

4.3. After the expiration of the above terms, the Holder loses the right to receive the Services using the Certificate. In this case, the funds are not subject to return / payment to the Holders.

5. Responsibility

5.1. If the Seller suspects that the Certificate was received and/or activated by the Holder in a way that violates the rights and legitimate interests of the Seller and/or third parties, the Seller has the right to cancel the Certificate and the sessions scheduled with its use, as well as to block the Holder's Account for Website.

5.2. The Holder independently ensures the safety of the Certificate and the confidentiality of its code. The Seller is not responsible, does not provide additional Certificates and does not pay any compensation if the Holder cannot use the Certificate as a result of loss, transfer or unauthorized access of third parties to the Gift Certificate, since it is bearer and does not require identification.