

## **Terms of Use**

### **Full Circle Pet Nutrition**

Please read the Terms of Use for the Program carefully and in their entirety before purchasing and using Full Circle Pet Nutrition (hereinafter referred to as the “Program”).

The Program and its content are owned by Veterinary Nutrition Care.

#### **1. Definitions:**

“Company”, “We”, “I”, “Our”, or “Us” means Veterinary Nutrition Care.

“Participation”, “Participating”, “Using”, or “Use” means reading, implementing, trying, or otherwise engaging in the Program.

“Program” means Full Circle Pet Nutrition

“You”, “Your”, “User” or “Client” means the purchaser and person using the Program.

#### **2. Consent:**

By participating in the Program, you implicitly and voluntarily agree to act in accordance with, agree to, and abide by, these Terms of Use.

#### **3. DISCLAIMER:**

By participating in the Program, you understand that Amy Farcas is a Veterinarian and Board Certified Veterinary Nutritionist™. Unless you have expressly engaged with her in the formation of a valid veterinarian-client-patient relationship, as defined by the California Veterinary Practice Act, Dr. Amy Farcas will not be acting as your pet’s veterinarian or veterinary nutrition specialist. She will not prescribe diet, medication, or any specific therapy. All information provided to you should be reviewed with your pet’s primary care veterinarian prior to implementation.

This Program is for informational and educational purposes only. The information and education provided in this Program is not intended or implied to supplement or replace the professional advice of a veterinarian with whom you have established a valid veterinarian-client-patient relationship. You should confirm that any general information provided to you is applicable to your particular pet.

Although we do our best to make sure all of the Program’s content is up to date and/or accurate, we do not make any representation that all the information is accurate or free of errors at all times. We do not assume any responsibility for accuracy of the Program’s information, or its safety or efficacy as it applies to you or your pet.

#### **4. Assumption of the Risk**

You should use your best judgment in using the information provided in the Program, which is done at your own risk. It is your responsibility to discern the risk of using the Program or its content. You assume responsibility for your actions, choices, or lack thereof, related to the Program.

## **5. Intellectual Property Ownership:**

The Program and its content, including, but not limited to, OUTLINES, LECTURES, HANDOUTS, CALCULATORS, PRESENTATION SLIDES, THE PERSONALIZED PET NUTRITION GUIDE FORMAT, VETERINARY COLLABORATION TOOLKIT are intellectual property owned by AMY FARCAS AND VETERINARY NUTRITION CARE. Any violations of this term, and all terms contained herein, will be legally pursued to the fullest extent permitted by law.

Any use of the Company's intellectual property may not be used in connection with the sale or distribution of any product, program, and/or service by you, directly or indirectly, without the prior written consent of VETERINARY NUTRITION CARE.

Misappropriation or unauthorized use of the Company's intellectual property and/or trade secrets may result in the enforcement of an infringement and/or intellectual property theft action against you in an effort to recover damages and/or protect our intellectual property rights. The Company reserves the right to pursue an action for misappropriation, theft, or improper use of its intellectual property by the Purchaser, the Purchaser's representatives, assigns, contractors, employees, or acquaintances.

## **6. No Sharing:**

You cannot distribute, copy, forward, and/or share the Program or its content with anyone else. Any violations of these Terms of Use will be legally pursued to the fullest extent permitted by law.

You may not share your password or login information with anyone. If you share your password or login with anyone who did not purchase the Program, you will be removed from the Program immediately and no refund will be issued.

## **7. No Claims Made Regarding Results:**

Any and all current or past-client testimonials, statements, or examples used by us are simply that: examples. They are not guarantees that you will also experience or receive the same results. Each person and each pet's circumstances are unique and nothing shall be interpreted as a guarantee that you will experience the same results as another client of ours.

We don't make any assurances as to any particular pet health-based outcome based on the use of or participation in the Program. We are not responsible for any outcomes of your pet's care, or any other result of any kind that you may have as a result of your participation in the Program.

## **8. DISCLAIMER - No Warranties, Guarantees, or Representations Are Being Made:**

We do not offer any representations, guarantees, or warranties, of any variety, regarding the Program in any way including, your pet's health or wellness, interactions with your veterinary care providers, outcome or cost of treatment, or pet lifespan as a result of your use of the Program. The Program is offered "**AS IS**" and without representations, guarantees, or warranties of any kind, including but not limited to, implied warranties of merchantability and

fitness for a particular purpose, neither express nor implied, to the extent permitted by law. We are not liable for damages of any kind related to your use of the Program.

## **9. Your Release of Us, Indemnification, Hold Harmless:**

To the fullest extent permitted by law, VETERINARY NUTRITION CARE expressly disclaims liability for any direct, indirect, and/or consequential damages suffered by you related to your purchase or use of, or participation in, the Program, its materials, our website, or any other information obtained by you from us. By enrolling in the Program, you hereby agree to this limitation of liability and release VETERINARY NUTRITION CARE from any and all claims.

By participating in and/or purchasing the Program, you agree to release, forgive, forever discharge, defend, indemnify, and hold harmless VETERINARY NUTRITION CARE, our subsidiaries, employees, agents, contractors, subcontractors, shareholders, directors, officers, coaches, assignees, licensees, and affiliates from any and all claims, suits, actions, charges, demands, liabilities, damages, judgments, and/or costs, related to, or arising out of, your purchase of or participation in the Program and/or your breach of any obligation, warranty, covenant, or representation set forth in these Terms of Use.

By enrolling in the Program, you agree to release us from any and all claims, and further agree to at all times defend, indemnify, and hold harmless VETERINARY NUTRITION CARE as stated in this section herein.

## **10. Our Refund Policy:**

### **a. REFUNDS:**

We will do everything within our ability (and within reason) to ensure your satisfaction with the experience you receive from the Program. Due to the downloadable nature of the Program, refunds will be issued for the Program once it is purchased only on a discretionary basis by VETERINARY NUTRITION CARE within 90 days of your purchase. To receive a refund within 90 days of your purchase, you must make the request by email and submit documentation of your participation in all sessions, assignments, Community, and Customization Clinic. If you have any questions or concerns, or if there is anything we can do to make your experience a more pleasant one, please email AMY FARCAS at [support@veterinarynutritioncare.com](mailto:support@veterinarynutritioncare.com).

### **b. NO CHARGEBACKS:**

The Client will not, under any circumstances, issue or threaten to issue any chargebacks to the Company or to the Client's credit card and/or form of payment (ie, PayPal) for any reason whatsoever related to the Program. In the event of a chargeback, the Company reserves its right to report it to the credit bureaus as a delinquent account.

## **11. ARBITRATION CLAUSE:**

If you have any complaint or should any issue arise in the use of the Program, please contact us directly first by emailing AMY FARCAS at [support@veterinarynutritioncare.com](mailto:support@veterinarynutritioncare.com).

However, if we are unable to amicably resolve your dispute in that manner, you agree that you and AMY FARCAS + VETERINARY NUTRITION CARE shall submit your dispute to binding arbitration with the American Arbitration Association, before an arbitrator that is mutually agreed upon, in accordance with the American Arbitration Association's ("AAA") rules.

By agreeing to this term, you hereby agree and understand that you're waiving your right to a jury trial in court, which would otherwise be available to you if not for this Arbitration Clause. Should any arbitration hearing need to be held, it shall be held within 10 miles of San Carlos, CA.

If the arbitrator issues an award and a judgment is made, the judgment will be binding and will be entered in court in the State of CALIFORNIA. The only award that can be issued to you is a refund of any payment made to VETERINARY NUTRITION CARE for the applicable Program. You are not permitted to seek additional damages, including consequential or punitive damages.

#### **12. Limitation of Liability:**

AMY FARCAS + VETERINARY NUTRITION CARE are not responsible or liable in any way for any and all damages you receive directly or indirectly from your participation in the Program. We do not assume liability for damages, injuries, harm, death, misuse of (or failure to properly use) the Program or its content, due to any act, or failure to act, by you. IN NO EVENT SHALL WE BE LIABLE TO YOU FOR ANY INDIRECT, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES.

#### **13. PAYMENT, PURCHASE, AND PAYMENT PLAN TERMS**

##### **a. General Payment Terms:**

When you pay for the Program by credit card, you authorize and give permission to VETERINARY NUTRITION CARE to charge your credit or debit card for the amount owed for payment of the Program. When you purchase the Program, your information (i.e. credit card and contact info) may be collected by the third-party merchant (Kajabi; depending on the payment method you choose at checkout), who may have privacy policies or security practices that are different than ours. VETERINARY NUTRITION CARE is not responsible for the merchant's independent policies or practices.

#### **14. Severability**

The provisions of these Terms of Use shall be deemed severable, and the invalidity or unenforceability of any provision shall not affect the validity and enforceability of any other provision hereof. If any Section, subsection, sentence, or clause of these Terms of Use shall be adjudged illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability shall

have no effect on the Terms of Use as a whole or on any Section, subsection, sentence, or clause hereof not expressly so adjudged.

### **15. Entire Agreement**

These Terms of Use contain the entire agreement between you and the Company. There are no other promises or conditions in any other agreement (oral or written) between you and the Company.

### **16. Choice of Law + Venue**

These Terms of Use shall be governed by the laws of the state of CALIFORNIA. Any action brought by any party arising out of or from these Terms shall be brought within the CALIFORNIA, County of SAN MATEO.

By purchasing and/or participating in the Program, you implicitly signify your agreement to all of the terms in these Terms of Use.

If you have any questions about the Terms of Use, please contact AMY FARCAS at [support@veterinarynutritioncare.com](mailto:support@veterinarynutritioncare.com). Thank you.