

## **OwnerShift Fulfillment Policy**

These policies will aid users determine how OwnerShift LLC fulfills orders and payments made by credit card via the payment processor Stripe.

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and all Agreements: "Client", "You" and "Your" refers to you, the person on this website and compliant to the Company's terms and conditions, either therein or in a separate written contract. "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company. "Party", "Parties", or "Us", refers to both the Client and ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner for the express purpose of meeting the Client's needs in respect of provision of the Company's stated services, in accordance with and subject to, prevailing laws of the State of New York. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she or they, are taken as interchangeable and therefore as referring to same.

## **Fulfillment Policy**

At OwnerShift, we ensure that the services we provide are satisfactory. Customer satisfaction is our utmost priority as we take all complaints about the services we render very seriously. This Fulfillment Policy (the "Policy") informs you about our delivery policy and the rules and guidelines relating to the refunds for services purchased from our Company. Please read this Policy carefully to understand your rights and also understand the requirements for the refund. Our services are billed in U.S. Dollars.

## **Delivery Policy**

At OwnerShift, we sell restaurant coaching services. We deliver our services to clients via electronic and telephonic means pursuant to our client's requests.

## **Refunds**

We may offer returns in the following conditions:

- If the service has not been performed at all during the term of our contract.

## **Exceptions**

Notwithstanding other provisions of this Policy, we may refuse to grant returns or refunds if:

- You received what you ordered, but simply changed your mind about the service.
- You were aware or notified of the problems with the service before making the purchase.
- You did not like your purchase or realized you had no use of it.
- You received the service/product and failed to make a report within 7 days from the date of the receipt

## **Return Policy**

At OwnerShift, we sell restaurant coaching services. No returns can be made but in some circumstances we offer refunds. Our refund policy has been explained above.

### **Cancellation Policy**

The following are to note: • Once a contract with OwnerShift has been signed, cancellations are not permitted.

### **Project Abandonment**

If after repeated attempts by OwnerShift to begin service, continue service, or finalize the delivery of the Services, Client fails to participate, or becomes otherwise unresponsive to OwnerShift's requests and such continues for a period of thirty (30) days, the project will, at the option of OwnerShift, be abandoned, whereupon OwnerShift may reduce any refund for the Services to the Client to zero, and Client hereby provides its agreement to such forfeiture of any amounts of the Fees that have been paid by the Client for the Services as purchased or as described in the original Work Order, wherever applicable.

### **Administrative Fee**

The following are to note:

- There are no administrative fees on refunds.

### **How to make a complaint**

If you are dissatisfied with the service provided to you and you are eligible for a refund under this Policy, you must send an email to [andrew@ownershifttraining.com](mailto:andrew@ownershifttraining.com) stating your complaints and we will immediately verify your complaints. Refunds are issued at our discretion as they may be accepted or rejected.

### **Contact Us & Customer**

Service Contact Details For enquiries or comments regarding this Policy, customers may email [andrew@ownershifttraining.com](mailto:andrew@ownershifttraining.com) or telephone (307) 242 8053

Updated September 20<sup>th</sup>, 2024