

## Terms & Conditions

If you access and use this Web site (the "Site"), you accept and agree to be bound by and comply with these terms (the "Terms"). If you do not accept the Terms, do not use the Site.

### General

- All products and services of **ace Lifestyle** and its subsidiaries and affiliates are subject to the terms and conditions of the applicable agreements governing their use.
- The Terms are to be read by you together with any terms, conditions or disclaimers provided in the pages of the Site. In the event of any conflict, the terms provided in the pages of the Site will govern.
- The information, material and content provided in the pages of the Site (the "Information") may be changed at any time without notice. Changes may be made to the Terms at any time without notice by updating this posting. You agree to review the Terms regularly and your continued access or use of the Site will mean that you agree to any changes.

### Internet E-Mail

- Any unprotected E-Mail communication over the Internet is, as with communication via any other medium (e.g. cellular phones, post office mail), not confidential, subject to possible interception or loss, and is also subject to possible alteration.

### No Endorsements

No endorsement or approval of any third parties or their advice, opinions, information, products or services is expressed or implied by any Information. •

### Links/Software

- Links from or to web sites outside the Site are meant for convenience only. **ace Lifestyle** does not review, endorse, approve or control, and is not responsible for any sites linked from or to the Site, the content of those sites, the third parties named therein, or their products and services. Linking to any other site is at your sole risk and **ace Lifestyle** will not be responsible or liable for any damages in connection with linking. Links to downloadable software sites are for convenience only and **ace Lifestyle** is not responsible or liable for any difficulties or consequences associated with downloading the software. Use of any downloaded software is governed by the terms of the license agreement, if any, which accompanies or is provided with the software.

### Payment for Products & Services

- All Credit Cards will be processed in British Pound at the time of payment. **ace Lifestyle** is not responsible for any fees, charges, exchange rates or additional charges levied by individual financial institutions or Credit Card companies.

# Refund / Cancellation Policy

## Services

### Private Training

- If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it MAY be possible to make the session up at a later date or with a different trainer. However, this cannot be guaranteed.
- Any sessions missed with less than 24 hours notification are forfeited.
- If you have not already paid for the session, your account/card will be charged for the full amount of the session.
- If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.
  - Additionally, reserved time slots may be lost if payment is not made in a timely manner.

### Registered Programs

- Pre-paid classes are refundable.
- If you are unable to attend a program due to circumstances out of your control (determined on a case-by-case basis by our administration), we can offer you a refund if you notify us prior to your session start date. However we do charge a 30% cancellation fee. This cancellation fee may be avoided if you opt for a service credit instead of a refund.
  - NOTES: Service credits are valid for 30 days only!
- If we are notified after your session begins, we can only give you a credit towards another program. This credit is non-transferable and accounts for only the sessions remaining in your program at the time you requested cancellation.
  - There is no cash refund.
  - There is no refund for merely changing your mind!
  - We are here to get you results and these results cannot be achieved if you fail to attend the program!
  - This is not negotiable.

### Individual Classes

- If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it MAY be possible to make the session up at a later date or with a different group. However, this cannot be guaranteed.
- Any classes missed without 24 hours notification are forfeited.
- If you have not already paid for the class, your account/card will be charged for the full amount of the session.

### Consulting

- No refunds are available for completed consulting services.
- Unused, pre-paid and retainer-based consulting services may be eligible for a refund depending on the agreement between you and the **ace Lifestyle** subsidiary. Standard notice

for cessation of services is one calendar month, but this may vary between contracts. Be sure to check your agreement for details.

## Products

### **Fitness Equipment and Accessories**

- May be returned within 14 days for exchange only. Returns are valid only for products that have not been opened, used or damaged.
- Products which are defective or damaged upon arrival may be returned immediately for exchange.
  - Some products may need to be shipped directly to the manufacturer. This will be stated on the product package or instruction insert. Should you be unsure if this is the case, please contact us using the information at the bottom of this page.
- Customers are responsible for all shipping charges on exchanges or refunds.
- Refunds are only available when an equivalent replacement is unavailable and customer does not wish to exchange for another product.
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- Customers are responsible for all shipping charges on exchanges or refunds.
- Refunds are only available when an equivalent replacement is unavailable and customer does not wish to exchange for another product.

### **Digital Products (Audio, Video, E-Book downloads)**

- These products are not eligible for return or exchange.
- Should your file be defective or damaged upon arrival please contact the appropriate division of the **ace Lifestyle** where you purchased the product and we will arrange for a copy of the file to be re-sent.
- Should you be dissatisfied with the quality or content of the file, we would be happy to hear your feedback. Please contact the appropriate division of the company.