

### **Payment Terms & Cancellation Policy:**

**Payment Terms:** Team registration is confirmed on receipt of payment by check or credit card. We do not accept purchase orders. Please note that we cannot reserve a space for your school team without payment.

**Cancellation Policy (No Refunds, Substitutions Only):** Team substitutions are allowed up to 14 days in advance of online training, but no refunds will be issued once the registration fee is received and we've reserved the space for your team. Under emergency circumstances and upon IEX's written approval, registration can be transferred to a future IEX Online Training within one year. Any requests for substitutions and transfers must be submitted in writing.

**IEX Training Disclaimer:** IEX shall not be liable for damages of any kind resulting from errors or omissions in the training materials, nor shall IEX be liable for any damages resulting from the use of the training materials or other information conveyed during an IEX Training or Coaching Call.

**No Warranties:** IEX provides consulting services only and is not engaged in rendering legal, accounting, or other professional advice. All services, handouts, and training are provided on an "AS IS" basis, without any guarantees or warranties, express or implied. While provided to the best of IEX and/or Speaker's ability, the training, services, recommendations, information, and materials are not designed to be authoritative.