



# TERMS & CONDITIONS

By placing an order with White Marshall & Associates, trading as Leaders Network, you are agreeing to these Terms & Conditions. Please read these Terms & Conditions before you submit.

## **In this agreement:**

"You" means the person registered.

"We" and "us" means White Marshall & Associates ABN: 81 449 979 014

"Agreement" means these Terms & Conditions, together with the completed registered online form; you are making an offer to Purchase products or services, which, if accepted by us, will result in a binding agreement.

The Agreement is governed by the laws of the State of Victoria and the parties submit to the non-exclusive jurisdiction of the courts of Victoria, and the courts entitled to hear appeals from those courts.

By using the website to register online, you confirm that you are at least 18 years old.

If you need to cancel/change your training, please notify Leaders Network immediately in writing by contacting us:

Via email: [hello@leadersnetworkgroup.com.au](mailto:hello@leadersnetworkgroup.com.au)

## **1. ORDERING:**

By completing and submitting an electronic order form, you are making an offer to purchase products or services which, if accepted by us, will result in a binding contract. Please note that products will not be sent [or links to online products] until we have received authorisation from your payment card issuer. We will not be liable if there is a delay.

After you have placed your order:

You will receive an email to acknowledge your order. It will confirm which products you have ordered. This email is not an order acceptance from us.

We will not accept your order if:

- Your payment is not authorised
- We do not have products in stock
- There is an error on our website regarding the price or details of the products
- You have cancelled it in accordance with the instructions below

We reserve the right to refuse any order.

## **2. RETURN/REFUND**

If you change your mind after placing an order, you can cancel it at any time before we send it. Please contact us and provide your details of order, as well as your order number to cancel.

Returning products after sending:

We offer a 30-day refund policy. You must contact us and return products within 30 days of your purchase.

Refunds for the price of the product will be made within 7 to 14 days of your request received

## **3. PRICE POLICY**

Prices throughout the website are quoted in AUD dollars and payment can only be accepted in AUD dollars

The price you pay is the price of the product shown at the time you place your order, even if the price of the product has since changed.

## **4. PRIVACY POLICY**

### **Information Collected**

When you look at this website, our Internet Service Provider makes a record of your visit and logs the following information for statistical purposes:

- your server addresses
- your top-level domain name (for example .com, .gov, .au, .uk, etc)
- the date and time of your visit to the site
- the pages you accessed, and documents downloaded
- the previous site you have visited
- the type of browser you are using

## Personal Identification Information

We may collect personal identification information from users in a variety of ways, including, but not limited to, when users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features, or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number and credit card information. Users may, however, visit our Site anonymously. We will collect personal identification information from users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain site related activities.

## Non-Personal Identification Information

We may collect non-personal identification information about users whenever they interact with our site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our site, such as the operating system and the internet service providers utilised and other similar information.

## Web Browser Cookies

Our site may use "cookies" to enhance user experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

## How we use collected information

The White Marshall & Associates may collect and use personal information for the following purposes:

- *To improve customer service*  
Information you provide helps us respond to your customer service requests and support needs more efficiently.

- *To personalise user experience*  
We may use information to understand how our users as a group use the services and resources provided on our Site.

- *To improve our Site*  
We may use feedback you provide to improve our products and services.

- *To process payments*  
We may use the information users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

- *To run a promotion, contest, survey, or other site feature*  
To send user's information they agreed to receive about topics we think will be of interest to them.

- *To send periodic emails*  
We may use the email address to send users information and updates pertaining to their order and respond to their inquiries, questions, and/or other requests. If a user decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product, or service information, etc. If at any time the user would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

We only collect personal information for purposes which are directly related to our functions or activities under the [Privacy Act 1988](#) (Privacy Act), [Freedom of Information Act 1982](#) (FOI Act) or the [Australian Information Commissioner Act 2010](#) (AIC Act), and only when it is necessary for or directly related to such purposes.

## 5. DIGITAL CONTENT AND ONLINE LEARNING

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