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# Terms of Use

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We strive to answer all email and phone messages within forty-eight (48) business hours (weekends and holidays excluded). All order received by midnight will be shipped within the next two weekdays unless an out of stock condition exists. The shipping duration will be based on the carrier and shipping method you select.

## A. Products and Programs

1. All physical products, books, workbooks, CDs, etc., are 100% guaranteed against defects in workmanship. Please notify us within five (5) business days, excluding Sundays and holidays, of receipt of any product's defects so that we may replace the products at no cost to you. You may contact us at [Diane@InnerGuidanceCounseling.com](mailto:Diane@InnerGuidanceCounseling.com) or fax us at 484-970-8813 with your order no. and damage description. Once that is received and your order is confirmed, a replacement will be shipped. You are required to return the damaged product to:

Returns, Inner Guidance Counseling, P.O. Box 381, Verdugo City, CA 91046

If the damage product is not received within thirty (30) days you will be charged for the replacement shipment.

2. If free shipping is indicated when purchasing any product, that product will be shipped ground or surface transportation, and free shipping is not available outside of North America. Regardless of the method of shipment, paid or free, international tariffs or brokerage fees are not included and are the responsibility of the recipient. Every effort will be made to process your order within 48 hours, weekends and holidays excluded, after which delivery will be based on the shipping service that you've selected. If shipping is delayed or lost due to inaccurate or incomplete customer information, the customer must place a new order. Otherwise, if shipping is delayed or lost due to the carrier or processing, we will replace the order and ship it at no cost to the customer.

3. Order data and information entered via the web site is the sole responsibility of the CLIENT. We cannot guarantee that any emailed or faxed shipping addresses will be stopped prior to shipment. Any shipping delays and costs for re-direction or re-shipping including product cost is the responsibility of the CLIENT.

4. If a payment plan is chosen for any product or service and any of the scheduled payments are not received, we reserve the right to refuse entry into any tele-class, tele-course or one-on-one meetings that may be a part of the product or service. Once all payments have been made entry will resume.

5. All products and services purchased on this website, at an event, or over the phone are considered final unless the agreement is cancelled within two (2) business days from the order date (excluding Sundays and holidays). The cancellation must be a signed and dated request by you, the buyer, stating

that you are canceling the agreement as executed, and must be received by mail, e-mail (Diane@InnerGuidanceCounseling.com) or fax (1-484-970-8813) within two (2) business days from the order date.

6. Anyone transferring from one tele-class, tele-course or program to another will be charged a \$25 transfer fee, due and payable at the time of the request.

7. Any scheduled consultation or music & imagery sessions cancelled in less than 24-hours beforehand will result in forfeit of the time booked whether paid for or gifted. All counseling and spiritual direction sessions must be completed within one-year from sign-up, unless expressly defined to the contrary. Counseling and therapy clients must read and sign Consent Form for Treatment, Client's Rights, and Office Policies ([Click Here](#)).

8. If your order is International or ships to an address different than the billing address, you are required to fax a note referencing your order no. and authorizing the alternate shipping address. In addition, include a copy of the front and back of the credit card and fax the note and credit card copies to 1-484-970-8813.

## **B. Workshops and Events**

1. Any workshop or seminar must be paid in full or current in the payment plan a minimum of two (2) business days prior to the desired workshop or seminar. All workshop or seminar fees are non-refundable but can be transferred to another workshop or seminar date if notified ten (10) business days prior to the original workshop or seminar. Otherwise any workshop or seminar fee cannot be transferred, and is non-refundable.

2. Anyone transferring from one workshop to another will be charged a \$25 transfer fee, due and payable at the time of the request. All transfers expire within one (1) calendar year from the original date of purchase.

3. All special pricing offered and committed to at any workshop must be paid within two (2) business days. Otherwise, the regular retail prices published on this site shall prevail. Any special pricing products or services can be purchased, paid for and used for up to six (6) months in the future.

4. All products and services purchased at an event or workshop produced by us or any other promoter are considered final unless the agreement is cancelled within two (2) business days from the order date (excluding Sundays and holidays). The cancellation must be a signed and dated request by you, the buyer, stating that you are canceling the agreement as executed and must be received by mail, e-mail ([diane@innerguidancecounseling.com](mailto:diane@innerguidancecounseling.com)) or fax (1-484-970-8813) within two (2) business days from the order date.

5. By attending a workshop or tele-class or participating in a testimonial acquisition program, you agree to grant the use of your likeness or voice or text quote for promotional use of any process or program. You further agree that all right, title to, and interest in films, videotapes, photographs, recordings and transcripts of your appearance, voice and words, as well as any and all elements thereof shall be IGC's sole and exclusive property, including, without limitation, the right to edit, copy, exhibit,

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6. Any previous fully-paid attendee may personally attend the same workshop for 50% of the current fee. This benefit is non-transferable.

## **CONTACT US**

If you have any questions, comments or concerns regarding our Terms and Conditions and/or practices, please contact us at the following email address: [Diane@InnerGuidanceCounseling.com](mailto:Diane@InnerGuidanceCounseling.com).

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