

## Terms and Conditions for "El Coach" Website:

1. **Acceptance of Terms:** By accessing or using the "El Coach" website, you agree to be bound by these Terms and Conditions.
2. **Services:** The "El Coach" website offers online training, nutrition advice, and physical therapy services. These services are provided for informational and educational purposes only and should not be considered as medical advice. It is recommended to consult with a healthcare professional before starting any new fitness or nutrition program.
3. **Registration:** In order to access certain services on the "El Coach" website, you may be required to register an account. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.
4. **Payment:** Some services on the "El Coach" website may require payment. By purchasing a service, you agree to pay the specified fees. All payments are non-refundable unless otherwise stated.
5. **User Conduct:** You agree to use the "El Coach" website in accordance with all applicable laws and regulations. You are prohibited from engaging in any unlawful or harmful activities on the website.
6. **Intellectual Property:** All content on the "El Coach" website, including text, images, videos, and logos, are the property of "El Coach" or its licensors and are protected by copyright laws. You may not use, copy, or distribute any content from the website without prior written consent.
7. **Disclaimer of Warranties:** The "El Coach" website is provided on an "as is" and "as available" basis. We do not make any warranties regarding the accuracy, completeness, or reliability of the information provided on our website.
8. **Limitation of Liability:** "El Coach" shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of the use or inability to use the website or services.
9. **Changes to Terms:** "El Coach" reserves the right to update or modify these Terms and Conditions at any time without prior notice. It is your responsibility to review the Terms and Conditions periodically.

By using the "El Coach" website, you agree to abide by these Terms and Conditions. If you do not agree with any part of these Terms and Conditions, you should not use the website.

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## Privacy Policy:

1. **Information Collection:** When you use the "El Coach" website, we may collect personal information such as your name, email address, and payment details. This information is collected for the

purpose of providing and improving our services.

2. Use of Information: The personal information we collect may be used to communicate with you, process payments, personalize your experience on the website, and provide you with relevant information about our services.

3. Data Security: We take reasonable measures to protect the personal information collected on our website. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

4. Cookies: The "El Coach" website may use cookies to enhance your experience. You have the option to disable cookies in your browser settings, but this may affect the functionality of the website.

5. Third-Party Links: Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these third-party sites. We recommend reviewing the privacy policies of these websites before providing any personal information.

6. Children's Privacy: The "El Coach" website is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13 years of age. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us immediately.

7. Changes to Privacy Policy: We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting on the website. It is your responsibility to review the Privacy Policy periodically.

8. Contact Us: If you have any questions or concerns about our Privacy Policy, please contact us at [\[elcoachcompany@gmail.com\]](mailto:elcoachcompany@gmail.com).

By using the "El Coach" website, you agree to the terms outlined in this Privacy Policy. If you do not agree with any part of this Privacy Policy, you should not use our website.

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#### Return Policy:

1. Eligibility: To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

2. Time Frame: You have up to 7 days from the date of purchase to initiate a return for a refund or exchange.

3. Refund Process: Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

4. Refund Time: If your return is approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within a certain number of days.

5. Return Shipping: You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

6. Contact Us: If you need to initiate a return, please contact us at [[eloachcompany@gmail.com](mailto:eloachcompany@gmail.com)] within 7 days of purchase to start the return process.

7. Exceptions: Certain items are not eligible for return, such as downloadable software products or gift cards.

By making a purchase on the "El Coach" website, you agree to abide by this Return Policy. If you have any questions or concerns about our Return Policy, please contact us.

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#### Digital Item Policy:

1. Purchase: When you purchase a digital item from the "El Coach" website, you are granted a non-exclusive, non-transferable license to use the item for personal, non-commercial use.

2. Ownership: The digital item remains the property of "El Coach" and is protected by copyright laws. You may not redistribute, sell, or modify the item without prior written consent.

3. Delivery: Upon completion of your purchase, the digital item will be available for download through the website or sent to you via email.

4. Refunds: Due to the nature of digital items, all sales are final. We do not offer refunds or exchanges for digital downloads unless the item is defective or not as described.

5. Licensing: The purchase of a digital item does not transfer ownership of the item to you. You are granted a license to use the item within the terms specified in this policy.

6. Compatibility: It is your responsibility to ensure that your device or software is compatible with the digital item before making a purchase. We are not responsible for any compatibility issues that may arise.

7. Contact Us: If you encounter any issues with your digital download or have any questions about our Digital Item Policy, please contact us at [[elcoachcompany@gmail.com](mailto:elcoachcompany@gmail.com)].

By purchasing and downloading digital items from the "El Coach" website, you agree to adhere to the terms outlined in this Digital Item Policy.

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#### Cancellation Policy:

1. Cancellation Window: If you wish to cancel a service or purchase on the "El Coach" website, you must do so within 24 hours of placing your order. This cancellation window applies to both physical and digital items.
2. Refund Process: If you cancel within the specified time frame, you may be eligible for a full refund. Refunds will be processed in accordance with our Return Policy for physical items and our Digital Item Policy for digital downloads.
3. Contact Us: To cancel an order, please contact us at [[elcoachcompany@gmail.com](mailto:elcoachcompany@gmail.com)] within 24 hours of placing your order. Be sure to include your order details for faster processing.
4. Exceptions: Certain services or purchases may not be eligible for cancellation or refund, such as personalized or customized items. Please refer to the specific policies related to the service or purchase in question.
5. Changes to Orders: Once an order has been processed and beyond the cancellation window, changes may not be possible. Please review your order carefully before completing the purchase.

By using the "El Coach" website and making a purchase, you agree to comply with this Cancellation Policy. If you have any questions or need assistance with cancelling an order, please reach out to us promptly.

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