

Terms and Conditions

Websites & Platforms Covered

These Terms & Conditions apply to all products, content, and services offered by Claudia Laschet Transformational Coaching & Therapy, including but not limited to those sold or accessed through our official websites (<https://claudialaschet.com>, <https://claulaschet.com>, <https://claudialaschettherapy.com>, <https://thecontentmentformula.com>) as well as affiliated platforms such as ThriveCart, Forento, Stripe, Paypal, Wix, Instagram, Facebook, and any other official Claudia Laschet Transformational Coaching & Therapy sales or content channels.

Introduction

These Terms and Conditions (“Terms”) govern your use of all digital products, coaching programs, courses, workbooks, and services (“Products”) provided by Claudia Laschet Transformational Coaching & Therapy (“we”, “our”, or “us”). By checking the box on our checkout page and completing your purchase, you (“Customer”, “You”, or “Your”) agree to be bound by these Terms.

By accessing or purchasing through our websites or affiliated platforms, you confirm that you have read, understood, and agreed to these Terms. If you do not agree, you should not use or access the site or purchase any of our Products.

Eligibility

You must be at least 18 years old and legally capable of entering into a binding contract to access or use this website and its services.

For clarity, individuals under the age of 18 may not purchase or use our Products without the written consent of a parent or guardian.

Educational & Medical Disclaimer

The content and services provided by Claudia Laschet Transformational Coaching & Therapy are for educational and informational purposes only. They are not intended as, and shall not be understood or construed as, legal, medical, tax, or financial advice. You are solely responsible for your actions and results.

Hypnotherapy is contraindicated for individuals diagnosed with epilepsy, bipolar disorder, schizophrenia, or any form of psychosis. If you have a pacemaker or other serious medical conditions, you must seek written permission from a qualified

medical professional before using hypnotherapy, coaching, or related audio recordings.

All hypnotherapy recordings, courses, or programs must not be listened to while driving, operating machinery or performing any activity that requires concentration. They are intended for personal use only and may not be shared, copied, or resold under any circumstances.

You acknowledge that Claudia Laschet is not a licensed physician, psychologist, or medical practitioner of any kind. Coaching, hypnotherapy, courses, or recordings cannot and do not replace medical advice, diagnosis, or treatment. If you are unsure whether these services are suitable for you, you must consult with a qualified doctor or healthcare professional first.

By purchasing and using our Products, you release Claudia Laschet from any liability or claims that could arise in relation to your mental and/or physical wellbeing, and you agree that results cannot be guaranteed.

Testimonial Disclaimer

Testimonials appearing on this site are individual experiences and personal opinions of those who have used our products and/or services. They are provided for informational purposes only and are not intended as guarantees that anyone will achieve the same or similar results.

Results Disclaimer

We make no guarantees regarding the results you may experience from our services or products. Your outcomes depend on a variety of factors including your commitment, effort, time investment, and willingness to change. Any statements about potential results are expressions of opinion only. No outcome can or will be guaranteed.

Use of Likeness and Content

You may not use any photographs, videos, audio, voice, likeness, or content from Claudia Laschet Transformational Coaching & Therapy for the purposes of training, generating, or reproducing content through artificial intelligence (AI), or for any unauthorized distribution or resale. Using our content, programs, or materials as your own or selling them without written permission is strictly prohibited.

All hypnotherapy recordings, workbooks, and course materials provided remain the intellectual property of Claudia Laschet. By purchasing, you are granted a non-transferable license for personal use only.

Termination of Access

We reserve the right to suspend or terminate your access to any service, program, or course without refund if you violate these Terms. You will be notified in writing and given five (5) business days to resolve the issue.

Indemnification & Liability

You agree to indemnify, defend, and hold harmless Claudia Laschet Transformational Coaching & Therapy from any claims, liabilities, damages, costs, and expenses (including legal fees) arising out of your use of this website, our services, or your breach of these Terms and Conditions.

Under no circumstances will Claudia Laschet be held liable for direct, indirect, incidental, or consequential damages arising from your use of any course, session, or audio recording. By engaging with our services or products, you expressly acknowledge that your participation is voluntary and undertaken at your own risk.

Return and Refund Policy

Digital Product Refund Policy

Due to the digital nature of our products, we do not offer refunds for change of mind, lack of motivation, or perceived lack of results. When you purchase a course, audio, or any other product, you gain instant access to all materials (including videos, audios, PDFs, and downloadable workbooks), which cannot be “returned” in the traditional sense.

However, your rights under the New Zealand Consumer Guarantees Act 1993 (CGA) apply. You are entitled to a repair, replacement, or refund if a product is faulty, not as described, or not fit for purpose. Nothing in these Terms affects your rights under the CGA.

Duplicate Purchases or Technical Issues

If you accidentally purchase the same course more than once or encounter a technical issue that prevents you from accessing the content, please contact us within 7 days of purchase at welcome@claudialaschet.com. We will promptly resolve the matter by restoring access, providing a replacement, or issuing a refund in line with your rights under the CGA.

Acknowledgment at Checkout

By purchasing any digital product through our checkout pages on Stripe, Paypal, ThriveCart, Wix, Forento, or any affiliated platform, you expressly agree to this Return and Refund Policy. You acknowledge that you have read and understood that no refunds will be issued once the product has been purchased, except in the limited circumstances outlined above.

Complaints

If you have a concern about your purchase or our services, please contact us at welcome@claudialaschet.com. We will work with you to resolve the issue.

If you are not satisfied with our response, you may escalate the matter to the New Zealand Disputes Tribunal or, for misleading conduct or breach of consumer rights, to the Commerce Commission at www.comcom.govt.nz.

Modifications

We reserve the right to update or modify these Terms & Conditions at any time without prior notice. Any changes will be posted on this page, and continued use of our services indicates your acceptance of the updated Terms.

Governing Law

These Terms and any matters arising out of or in relation to them shall be governed by and construed in accordance with the laws of New Zealand. You agree to submit to the exclusive jurisdiction of the New Zealand courts to settle any dispute which may arise out of or in connection with these Terms and Conditions.

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