



## YOU ARE COMPLETE MEMBERSHIP AGREEMENT

Welcome! You Are Complete (YAC) owns and operates this website, services, content, technologies and applications located at [youarecomplete.com](http://youarecomplete.com) ("Website"). This Agreement constitutes a legally binding agreement made by and between You Are Complete and the user of this Site (personally and, if applicable, on behalf of the entity for whom you are using the Site; collectively, "you").

This document is intended to provide important information to you regarding your You Are Complete membership. Please read the entire document carefully and be sure to submit your questions to the You Are Complete Team at [support@youarecomplete.com](mailto:support@youarecomplete.com) with any questions that you may have regarding its contents.

### You Are Complete Member Policies

Upon purchase of any You Are Complete membership plan, the purchaser agrees to the following company policies. We reserve the right to make changes to any of our policies at any time. As a user of the website you are agreeing to these policies and any future revisions during your membership term. As a company, we will do our best to inform our users of any adjustments made, however it is ultimately the responsibility of the purchaser to be aware and comprehend the following policies.

**Cancellation Policy:** A You Are Complete member who chooses any annual membership may cancel their membership within the first 24 hours of enrollment for a \$50 early cancellation fee. After the initial 24 hours post enrollment, no refunds will be given.

**Refund Policy:** All membership purchases are final sale and refunds are not provided for previous months on any membership purchase regardless of whether the member

has logged in to view the content. YAC maintains the right to refuse a refund at any time.

There may be occasional glitches with the website causing downtime. YAC will always work to resolve these outages as quickly as possible. No refunds will be provided due to temporary access issues or downtime with the site.

**Billing Policy:** Our billing system is automated and we do not have the ability to freeze or skip payments or adjust the billing cycle for any of our members. Upon signup, YAC members who choose a monthly plan will be billed automatically every 30 days. Those who choose an annual plan will be billed once, immediately upon signup, and then again on an annual basis.

If you are on a monthly payment plan and have a failed payment, the system will retry the charge 3 days later, 5 days later, and 7 days later. If your payment fails on the 14th day, your plan will be cancelled and access will end.

**Plan Expiration Policy:** If you are on an annual You Are Complete plan, we will email you prior to your plan expiration.

**Plan Extension Policy:** There is no option to extend or add access time to any You Are Complete plans. There are no exceptions made to this policy as access time is automated, cannot be altered from the backend, and begins immediately upon enrollment.

**Discount Code Policy:** YAC reserves the right to cancel or refuse any discount code at any time without notice. If a customer forgets to use a discount code at purchase, YAC reserves the right to refuse to retroactively apply any discount code. All discount codes are only applicable for one redemption per customer. Customers in breach of this policy are subject to a cancellation of their account or purchase without refund.

**Upgrade Policy:** If a customer purchases a Red Lacewing or Monarch plan and decides to upgrade during their 30 day payment period they will only be charged for the difference in the amount of the new program. The payment rate will be altered to the new tier price on the next billing cycle.

If a customer chooses to upgrade from a monthly to an annual membership during a billing cycle the amount paid for that month will be applied to the full annual membership rate.

**As Is Policy:** Upon purchase of any YAC membership plan, the consumer is agreeing to the purchased content as is and there are no guaranteed upgrades or improvements. The company reserves the right to update & alter the existing content and sell these upgraded versions separately.

**Content Privacy Policy:** All purchases of YAC content are meant to only be viewed by the purchaser and cannot be shared with others. Sharing of login credentials is strictly prohibited and as a company we track IP addresses, login history & location, and profile history for suspected breaches of this policy. All purchased content including written, video, & audio is only available to view by logging in with your registered account credentials and cannot be copied or downloaded to a personal device for viewing or listening offline.

Upon purchase all customers acknowledge that they have denied the right to facilitate the use of the workshop material in private one-to-one sessions, either professionally or personally, with clients or others, for monetary gain or otherwise.

Additionally, purchasers agree not to teach the membership content to others in any way, to groups or individuals, professionally or otherwise, for monetary gain or otherwise. Purchasers further agree not to post any text or video presentations of You Are Complete material, or demonstrations on the internet, or other electronic media.

Violations of this policy are considered unlawful and YAC reserves the right to take legal action in cases of misconduct.