

TERMS AND CONDITIONS OF SALE

The terms and conditions of sale apply to online, remote and in-person services.

To ensure mutual protection between you, the paying customer, and Laurie Mitchell, the service provider, terms and conditions have been established. These apply in particular to the purchase of sessions, courses, workshops, coaching, consultations, programs, etc., whether offered online, remotely, or in person.

No guarantee of results

Laurie Mitchell provides clients with tools, advice, and feedback based on experience and expertise for educational purposes. However, she cannot guarantee the outcome(s) following the purchase or participation of one or more services.

Responsibility of the service provider

Laurie Mitchell is not a member of a regulated medical profession, and therefore **does not:**

- provide medical services in relation to medical or mental health conditions
- diagnose diseases or mental health conditions
- practice medicine or prescribe substances.

Customer responsibility

The client is solely responsible for taking action, engaging with the services, and requesting assistance, clarifications, and/or asking questions. They can do so at any time by email at espritLM@outlook.com or during meetings (online or in person).

Payments

For purchases made through the website or Google Calendar, payments are processed exclusively via Stripe. For purchases made in person or by email, payments are processed via Interac e-Transfer, PayPal (with an additional fee), or Stripe (with an additional fee). Access to services, appointment booking, or delivery of digital products will only be granted after full payment for the product/service. In the event of non-payment, all access to the service and/or product will be immediately revoked and deleted.

Reimbursement

No refunds are offered for services or products already received or for workshops and training.

For cancellation of a pre-paid service appointment (excluding workshops and training) with more than 48 hours notice, payment will be **reimbursed for 100%** of the session rate. For cancellation of a pre-paid service appointment (excluding workshops and training) with less than 48 hours before the scheduled appointment, payment will be **reimbursed for 50%** of the session rate.

Intellectual property

Like the content freely accessible on the website, the training materials, workshops, programs, online courses, coaching, and downloadable products (including all their texts and exercises) sold through the website and made available to clients are the exclusive property of Laurie Mitchell. Consequently, any

reproduction, representation, or distribution, in whole or in part, by any means whatsoever, without the express prior consent of Laurie Mitchell, is unlawful under Article L.122-4 of the French Intellectual Property Code and is subject to the criminal penalties provided for in Articles L.335-2 et seq. of the French Intellectual Property Code.

Modifications

This document may be modified from time to time to maintain compliance with the law and to reflect any changes to the terms and conditions of sale. Users are advised to check the document periodically to ensure they are aware of any updates. If necessary, users may be notified by email of changes to this document.

Contact

Effective date: May 7, 2026

For any questions or concerns, please send an email to: espritLM@outlook.com.