

# Print/Mail Coaching Program

## Subscription Terms and Conditions

**Print/Mail Consultants**  
**Version 2.0**  
**Effective date: June 2009**

Print/Mail Consultants (PMC) is a privately owned company operating in the United States. PMC is committed to providing you with excellent service for all of our products. We created this page to explain the terms and conditions of the Print/Mail Coaching Program subscription.

### The Product

PMC supplies coaching advice and strategic planning assistance in the area of document center operations and other related subjects. Our services are delivered via telephone, email, hardcopy, and the internet. You may print, copy, or download supplied articles and documents for your professional use, provided you do not remove or alter any copyright, trademark, or any other proprietary notices. You may not retrieve the data to create or compile, directly or indirectly, a collection, compilation, database, book, article, blog, or directory of information provided by PMC without written permission from PMC. Nor may you publish any content or its portions online or in hardcopy. All other rights are reserved.

### Trial Period and Refund Policy

You have the option for a trial of the Product before you commit to the program or make further payments. **You may cancel your subscription at any time during the trial period and owe us no additional funds.** However, after the trial period expires we will charge you for your subscription and you will have no right to demand a refund.

**The trial period lasts for 14 days from the date of the first scheduled phone consultation. If you do not want to continue with the program, please cancel within this 14-day period.**

By clicking on the Subscribe button on the PMC web site you authorize us to charge your credit card for the amount listed on the web site as the initial consultation fee. You agree to schedule the initial phone conversation with PMC within 30 days of subscribing. **No refunds will be issued for initial phone conversation fees.**

### Payment

**On the 15<sup>th</sup> day following your first scheduled phone consultation, we will bill your credit card \$300.00. Recurring charges of \$300.00 will be posted to your credit card account every 30 days, until notified in writing of your wish to cancel the program.**

You pay for the subscription on a recurring basis. By subscribing to the Product you authorize us to charge your credit card whenever the subscription is due for renewal.

### Cancellation

You may cancel your subscription at any time for any reason. After your subscription is cancelled no further payments will be made. However, there will not be any full or partial refunds for payments already made.

## Guarantees

PMC assumes no responsibility for individual customer results. Our role is to provide advice and guidance that in our opinion will help you attain your stated goals. We will do whatever we can to support your efforts via the described coaching program methods. Actual execution of planned or suggestion actions is up to you.

Our advice is based upon information you share with us. PMC will not be liable for damages, expenses, or other undesirable results that occur as a result of our consul or advice. Any decision to act or not act upon advice or guidance supplied in the Print/Mail Coaching Program is entirely up to you.

In the unlikely event that you feel the services you receive are sub-standard or defective, please contact us immediately so that we may correct the situation and make any necessary financial adjustments that are warranted. We want you to feel you've made a worthwhile investment in the Print/Mail Coaching Program. We will make reasonable arrangements with you to achieve that goal.

## Changes to these Terms and Conditions

These Terms and Conditions are subject to change without notice. Any such changes will be posted online on this page. If you do not agree with the new terms and conditions your only option is to cancel your subscription according to the terms set forth above.

## Further questions

If you have any questions about the Terms and Conditions of your subscription please contact us before you commit to the purchase.