

Terms of Service

Effective Date: January 1 2020

Last Updated: February 2025

1. Introduction

Welcome to **JPOM**. By using our website (www.jessicaegg.com), engaging with our services, or purchasing any offerings, you agree to these Terms of Service.

These Terms govern your access to and use of JPOM's consulting, coaching, strategy, and implementation services. If you do not agree with any part of these Terms, please do not use our services.

2. Services Provided

JPOM specializes in **business operations consulting, process automation, mentorship, and digital strategy**. Our services include but are not limited to:

- **Strategic consulting & operations support**
- **Mentorship & coaching**
- **Process automation & workflow development**
- **Implementation & project management services**
- **Workshops, webinars, and digital courses**

Services are delivered remotely and may include both pre-recorded and live elements.

A. Service Agreements

- Clients must sign a **separate service agreement** before work begins.
 - Scope, pricing, and deliverables are outlined in the service agreement.
 - Any additional work outside the agreed scope will be subject to **additional fees**.
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3. Payment & Billing

A. Payment Terms

- JPOM uses **Stripe** for secure payment processing.
- Payments are due as per the invoice schedule agreed upon in the service agreement.
- **Late payments may result in service suspension or termination.**

B. Subscription & Retainer Services

For clients on **monthly retainers or memberships**:

- Payments are **auto-billed** on the agreed-upon cycle.
- **Unused hours do not roll over** at the end of the billing period.
- If services are **not used and no pause or termination is requested**, payments remain due as scheduled.

C. Pausing & Resuming Services

- Clients may request a **pause in services** with **15 days' written notice** (for up to **60 days total**).
 - If a pause exceeds **60 days**, service resumption is subject to:
 - Updated pricing to align with current market rates.
 - A **minimum 3-month commitment** to resume services.
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4. Refund & Cancellation Policy

A. General Refund Policy

- Due to the digital nature of our services, **all sales are final**.
- No refunds will be issued for services rendered or partially completed projects.

B. Membership & Retainer Cancellations

- Clients may **cancel ongoing services** with **15 days' notice before the next billing cycle**.
 - JPOM does **not** provide prorated refunds for unused services.
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5. Client Responsibilities

To ensure success, clients must:

- Provide **timely access** to required documents and tools.
- Attend **scheduled meetings** and respond to team communications.
- Review deliverables and provide **feedback within designated timelines**.
- Communicate **delays or concerns** as soon as possible.

Failure to provide necessary materials may result in project delays, **additional fees**, or termination of the agreement.

6. Termination of Services

A. Termination by Client

- Clients may terminate services **with 15 days' written notice**.
- Termination does not waive outstanding invoices or obligations.

B. Termination by JPOM

JPOM reserves the right to terminate services if:

- The client **fails to pay** after a **15-day grace period**.
- There is a **material breach** of the contract.
- The client engages in **abusive, unethical, or unreasonable** behavior toward JPOM team members.

If services are terminated, any **outstanding fees remain due**, and no refunds will be issued.

7. Confidentiality & Intellectual Property

- **Client information** is confidential and will not be shared outside JPOM unless required by law.
 - **All materials, strategies, and templates** provided by JPOM remain **our intellectual property** and may not be copied, shared, or resold without permission.
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8. Disclaimers & Limitations of Liability

- JPOM provides **consulting, strategy, and implementation services**, but we do **not guarantee specific financial outcomes**.
 - JPOM is **not responsible** for third-party software malfunctions, payment processing errors, or platform outages.
 - Our team operates with **best practices**, but the final execution and results depend on the **client's participation and business model**.
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9. External Links & Third-Party Services

JPOM integrates with **ClickUp, Google Workspace, Stripe, and other third-party services** to deliver our offerings.

- We are **not responsible** for these third-party platforms' security policies.
 - Clients should review the privacy policies of any tools or software used in their projects.
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10. Digital Products Disclaimer

- All digital products, including **workshops, masterclasses, courses, and templates**, are **non-refundable** once purchased.

- Digital products are **for personal or business use only** and **may not be resold, shared, or redistributed** without written permission.
 - Access to digital materials may be revoked if JPOM determines misuse.
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11. Subcontractor Disclaimer

- JPOM may engage **subcontractors or third-party specialists** to assist in service delivery.
 - Subcontractors are **bound by confidentiality agreements** and work under JPOM's supervision.
 - JPOM is **not responsible** for delays or issues caused by third-party subcontractors beyond our direct control.
 - Any **additional services** requested that require external subcontractors may be subject to separate agreements and pricing.
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12. Client Testimonials & Endorsements

- JPOM may use **client testimonials, reviews, or feedback** for marketing purposes.
 - Testimonials **may be edited for clarity** but will never be misrepresented.
 - Clients may **request removal of their testimonial** by contacting JPOM.
 - Any endorsements or case studies shared by JPOM are **for informational purposes only** and do not guarantee similar results for other clients.
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13. Governing Law

These Terms are governed by the laws of **Regina, Saskatchewan, Canada**. Any disputes will be handled in accordance with Canadian law.

14. Updates to These Terms

JPOM reserves the right to modify these Terms at any time. Updates will be posted on our website, and continued use of our services implies acceptance of the changes.

15. Contact Information

For any questions about these Terms, please contact us:

 **JPOM**

 admin@jessicapegg.com

 www.jessicapegg.com