

# Cancellation & Refund Policy

*Last Updated 22 February 2024*

## Introduction

Welcome to Legend X’s Website, Your premier destination for high-impact, transformational online business coaching and personal development Products and Services meticulously and lovingly crafted over three decades for Founder CEOs, Entrepreneurs, Coaches and Consultants to support them in achieving legendary success in business, leadership, and life.

## About this Policy

Please read this Cancellation & Refund Policy carefully before using Our Site and Online Resources, and using, or purchasing, or subscribing to any of Our Goods and Services.

This Policy describes Our rules and procedures regarding cancellations and refunds.

This Policy forms part of the Supplemental Terms of Our Terms and Conditions (“Legal Terms”) and is expressly incorporated therein. Please read Our Terms and Conditions agreement and familiarise yourself with the ‘Interpretations and Definitions’ section therein, which applies and relates to this Policy.

If You do not agree with Our Legal Terms, policies, and practices, please do not use Our Site, or Online Resources, or purchase Our Goods and Services.

If You have any questions, feedback, or suggestions, please contact Us by using one of the methods outlined in Our **Contact Information** section below.

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## Membership Subscription Cancellations

Subscribers to Our membership programs may cancel their subscription at any time. Upon cancellation, members will retain access to their designated member areas and associated premium features until the end of the current paid billing cycle.

When the end of the current billing cycle is reached, access to the member area and associated premium content and resources will gracefully conclude and no further billing will occur.

### Resubscriptions

#### Before Cancellation Comes into Effect

Subscribers who have cancelled their subscription but wish to resubscribe before cancellation has come into effect, may do so without losing the benefits given to them when

they first subscribed, provided We are notified in writing of their decision to resubscribe no less than Three (3) Working Days before the end of the current active billing cycle.

#### After Cancellation Comes into Effect

Subscribers wishing to re-subscribe after cancellation has come into effect, will be subject to the prevailing subscription rates and terms stipulated at the time of their new subscription, which may differ from rates and terms of their previous subscription including any promotional pricing or special conditions. Any benefits given to them in their previous subscription will be void and no longer valid (See Our **Special Conditions** section below).

## **Refund Policy for Membership Subscriptions**

As a rule, We do not offer full or partial refunds for membership subscription cancellations. Refunds are only considered when the following conditions are met:

1. A risk-free money-back guarantee was explicitly advertised on the sales page at the time of purchase, and
2. The subscriber submits a written refund request for a refund within the published guarantee period, in compliance with the terms and conditions stated on the sales page published at the time of purchase, and in Our Legal Terms.

### **Requesting Refunds within Guarantee Period:**

If a subscriber is within the risk-free guarantee period and wishes to request a refund, they must submit their request in writing before the expiry of the guarantee period. Refunds are not issued automatically. See **Cancellation and Refund Request Process** below for information We require. Upon approval of a refund request, user access to their membership account and all related premium content will be cancelled immediately.

### **Cancellation Post-Guarantee Period:**

If a membership subscription is cancelled after the expiry of the risk-free guarantee period, the cancellation will take effect at the end of the current paid billing cycle. The user will retain access to the member area and all associated premium content until the end of the relevant billing period (whether monthly or annual).

## **Event Cancellations & Refunds**

For cancellations and refunds concerning premium bookings purchased to attend live events held either online or at physical venue locations internationally, where bookings have limited seating or attendance, refunds will be considered if the cancellation notice is

provided in a timely and reasonable manner in accordance with conditions stipulated for the specific event.

If cancellation and refund conditions are not stipulated for a specific event, the following guidelines may apply:

#### Cancellation of Live Online Event Bookings

- At least 7 days prior to the event for a full refund.
- At least 3 days prior to the event for a 50% refund.
- No refunds will be given for cancellations made less than 3 days before the event.

#### Cancellation of Live Event Bookings Held at International Venues

- At least 14 days prior to the event for a full refund.
- Between 7 to 13 days before the event for a 50% refund.
- No refunds will be given for cancellations made less than 7 days before the event.

Note: The above is subject to any limitations imposed by third party vendors (such as hotels, airlines, caterers etc.), whose cancellation and refund policies shall supersede the above guidelines and remain in force. Further to this, in certain instances, cancellation fees may apply, in which case such fees shall be deducted from any refunds approved.

#### Transferability of Event Bookings

Under certain circumstances We make provision for clients to transfer their paid event bookings to another individual, under the following conditions:

- **Permission from Event Partners:** The transfer is subject to the approval of event organisers, travel and accommodation partners, and any other relevant intermediaries or vendors.
- **Notice Requirements:** Sufficient notice must be provided to facilitate the transfer of the booking. Clients are advised to contact Us at their earliest convenience to discuss the specifics of the transfer process.
- **Additional Fees:** To facilitate the transfer of a booking to another party, certain fees or surcharges may apply, and where relevant, shall be the responsibility of the client transferring the booking.
- **Financial Responsibility:** The client initiating the transfer (the "transferer") is responsible for obtaining reimbursement of any fees paid to Us, from the individual receiving the transfer (the "transferee"). The transferer agrees to hold Legend X harmless from any losses incurred if they fail to recover booking fees paid from the transferee.

While We strive to accommodate such requests, We cannot guarantee that all transfers requests will be possible. The ability to transfer a booking depends on various factors,

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including the policies of Our partners and the timing of the request, but We'll do Our best to accommodate such requests.

Please contact Our customer service team to enquire about a booking transfer.

\*Failure to attend an event for any reason is not grounds for a refund.

## **Coaching, Mentoring, or Consulting Cancellations**

Timeslots for one-on-one coaching, mentoring, or consulting sessions are limited, and We're often booked up weeks and sometimes months in advance. We understand that unexpected events may occur, and clients may need to reschedule appointments at times, so We do Our best to accommodate these circumstances.

Clients may reschedule one-on-one coaching, mentoring, or consulting sessions with at least 48 hours' notice prior to the scheduled time. However, if a client fails to provide the required notice or misses a session, the fees for that session will be forfeited. We may make provision for exceptions under certain circumstances, which shall be at Our sole discretion and any exceptions shall not constitute a waiver of this notice requirement for the rescheduling of scheduled sessions.

## **Grace Period for Purchases**

While We are not legally required to offer a grace period for the purchase of digital products and services, it's important to Us that You are satisfied with Your decision to purchase Our products and services.

In line with Our commitment, We offer a 24-Hour grace period from the time of purchase on any of Our products and services and will process a full refund on Your request, provided all the following conditions are met.

1. A refund request is submitted in writing within 24 hours of purchase, and
2. The product or service has not been downloaded or accessed.

See Cancellation and Refund Request Process below for information We require.

## **Special Conditions**

### **Terms of Marketing Campaign Take Precedence.**

All refund and cancellation policies are subject to any specific terms and conditions stated on the sales page at the time of purchase. Therefore, terms stated on the sales page supersede any conflicting information presented in this policy unless stated otherwise.

## **Errors in Publication**

In the case of any discrepancies due to erroneous publication pricing, bonuses, guarantees, special benefits, or any information whatsoever relating to a product or promotion, We reserve the right to correct such errors as per Our Terms and Conditions (See **Purchasing Goods and Services** section in Our Terms and Conditions).

## **Special Benefits Voided on Cancellation**

It's important to note that when cancelling a membership subscription, any bonuses, special privileges, promotional discounts, pricing guarantees, or other benefits awarded with a subscription at the time of sign-up, will become void upon cancellation and shall not carry over to any future subscription, should the user choose to resubscribe at a later date.

## **Pro-Rata Refunds**

Unless otherwise stated on the sales page of any product or service, or in this policy, We do not provide pro-rata refunds for any cancellations. If a cancellation occurs outside of any applicable guarantee period, it will take effect at the end of the current billing cycle. This ensures that the user retains access to all premium content and features associated with their membership until the completion of the paid period.

## **Subscription Pauses**

Currently We do not have the technical ability to accommodate requests to pause subscriptions, so this option is not available at this time, and We cannot guarantee that this option shall be made available in future.

## **Non-Refundable Fees**

Where refunds on booking cancellations have been approved, any cancellation fees imposed by third-party providers shall be non-refundable and deducted from the relevant refund.

## **Subscription Renewals**

All subscriptions, whether monthly or annual, are automatically renewed at the end of the billing cycle at the currently published rate, or at the special rate published at the time of sign-up where applicable.

Users can disable autorenewal by contacting Our support team.

Note: Disabling autorenewal constitutes a cancellation of the subscription and the rules pertaining to subscription cancellation apply. See **Membership Subscription Cancellations** section above.

Please read the **Recurring Payments: Monthly Annual Subscriptions** section of our [Terms and Conditions](#) for information about the collection of recurring subscription payments and rules relating to errors in transaction processing preventing Us from collecting subscription fees due. Please ensure your payment details are up to date to avoid suspension or cancellation of your membership account and subscription due to missed payment.

## **Modification of Services**

In Our commitment to excellence and Your satisfaction, We continuously seek to enhance Our offerings. As online technologies evolve, We may discover opportunities to provide You with better service providers, richer features, and more valuable content. We are dedicated to offering You the best possible experience, and this sometimes requires Us to make adjustments to Our technology, platform, program content, or the features and resources We offer.

We make these changes with Your best interests at heart, aiming to improve the effectiveness, quality, and safety of Our products and services. While We strive to minimize any service interruptions or inconvenience, We believe these updates will significantly enhance Your overall experience.

### Continuous Improvement and Updates:

We reserve the right to modify, add, or remove features, resources, products, and services at any time, doing so in a manner that best serves the needs and interests of Our community. Such decisions are made with the intent to streamline Your experience and enhance the quality and safety of Our offerings.

Should We transition to a different membership platform or community software at any stage, We will endeavour to ensure this process is smooth and minimally disruptive. It is Our priority to protect the interests and wellbeing of Our members and community through these changes.

Please note that adjustments to Our site and Our goods and services, including any technology migrations or enhancements, do not constitute grounds for a refund. Please read Our **Legal Terms** for more information.

### Feedback and Recommendations

We actively encourage Our users and community to share their feedback about their user experience and offer any recommendations for improvements. You can email Our support

team with feedback and recommendations or reach out to Us via Our **Contact Us** page. We look forward to hearing Your feedback and genius ideas!

## **Gift Purchases or Subscriptions**

Digital products, subscriptions, or bookings purchased as gifts for third parties, entitle the recipient to all the standard benefits and features associated with the purchased item, subject to the following limitations or conditions, which specifically apply to gift purchases:

- **Non-refundable:** While subscriptions purchased as gifts can be cancelled at any time by the recipient, any risk-free money back guarantee that may be advertised with the purchase of a product or subscription, does not apply to items purchased as gifts.
- **24-Hour Grace Period:** We offer a 24-hour grace period for all purchases, including gifts. Provided the gift has not been accessed or downloaded by the recipient, the purchaser may request a full refund within 24 hours of purchase.

Gift purchasers are encouraged to review these terms to ensure clarity and satisfaction with the conditions under which gift purchases are made and managed.

## **Currency and Payment Methods**

Please see the **Payments and Subscriptions** clause of Our **Terms and Conditions** for more details about accepted currencies, payment methods, and conditions related to currency exchange fees etc.

## **Dispute Resolution**

Please see the **Dispute Resolution** Clause of Our **Terms and Conditions** for more details about procedures and rules relating to dispute resolution.

## **Policy Updates**

The Company reserves the right to modify or replace this policy at any time at Our sole discretion. By continuing to access or use Our Site, Goods and Services, or Online Resources after revisions become effective, You agree to be bound by the revised terms. If You do not agree to the new terms, in whole or in part, please stop using the Site, Goods and Services, and Online Resources.

As per the **Modification of Terms** clause in Our **Terms and Conditions**, We will alert You about any changes to this Policy by updating the 'Last updated' date of this Policy document.



## Cancellation and Refund Request Process

To request a cancellation or refund, please contact Our support team using the relevant contact details provided in Our Contact Information section below:

1. Provide Us with the following information:
  - a. Your details including:
    - i. Your full name.
    - ii. Physical address (including country).
    - iii. Email address used when purchasing the product or service.
    - iv. Best/preferred email address to contact You on.
    - v. Your contact number (including country code).
  - b. Details of the service or product purchased, including:
    - i. Product/service Name.
    - ii. Date of purchase.
    - iii. Amount paid.
    - iv. Invoice number.
  - c. Description of the reason for the request in accordance with the policies outlined above.
2. Our administration team will review Your request and reply to You within two (3) working days.
3. Approved refunds will only be refunded to the card or bank account from which Your payment was made. No exceptions.
4. Refunds may take up to 30 calendar days to process and may take a few days to reflect in Your account. Your patience is appreciated. We do however endeavour to process approved refunds as swiftly as possible.

## Contact Information

If You have any questions about this Policy or wish to make any enquiries regarding Our Goods and Services, resolve a complaint, provide feedback or suggestions, please contact Us using the information provided here, or on Our contact page:

<https://www.legendx.net/contact>

### Registered Address

Legend X Limited  
2nd Floor, St Mary's Court  
20 Hill Street  
Douglas

Legend X Ltd

Isle of Man

IM1 1EU

## **Email Addresses**

Sales & General Enquiries: [teamwilde@mail.legendx.net](mailto:teamwilde@mail.legendx.net)

Legal and Privacy: [LXCompliance@mail.legendx.net](mailto:LXCompliance@mail.legendx.net)

User & Technical Support: [LXSupport@mail.legendx.net](mailto:LXSupport@mail.legendx.net)

*Note: To limit the scraping of email addresses from our Site, email addresses are provided in an image. To email us at any of these email addresses, simply type out the email address in the To: address of your email application. Alternatively, please use our contact form on the [Contact Us](#) Page.*

## **Links**

Terms and Conditions <https://www.legendx.net/terms>

Privacy Policy <https://www.legendx.net/privacy-policy>

Cookie Policy <https://www.legendx.net/cookie-policy>

Cancellation & Refund Policy <https://www.legendx.net/refund-policy>

Contact Us <https://www.legendx.net/contact>