



Website Terms and Conditions

Introduction

Hi there! This website, www.primalalternative.com is owned and operated by Primal Alternative Pty Ltd 614 693 202 If you have any questions or need further information, please contact:

Helen Marshall

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This document sets out the Terms and Conditions you need to be aware of when using this website. Please take a moment to read them, as they set out your important rights and obligations and Primal Alternative cares about making sure we both know where we stand. When you visit this website, use our services or purchase our products, you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't accept this agreement, you should not continue to visit this website or purchase from us.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

Disclaimer

On this website, you will find blog posts, articles, guides, instructions, hints and tips, info on health and wellbeing, ebooks, videos, recipes, sales and marketing advice, workouts, and networking opportunities among other wonderful resources. This information is provided for your education, entertainment and personal development. It is our aim to help you create a

successful business and to create a likeminded community of people benefitting from the Primal Alternative lifestyle.

We take a lot of care to ensure the information we provide is accurate and helpful. However, we do not accept responsibility for how you use or apply it in your own life. Please be aware that the information we provide is not a substitute for specialist advice, and our provision of this information does not create a professional relationship between us. We are only providing very generalised information on this website, not advice specific to your individual circumstances. Any testimonials or descriptions of results are indicative of what can be achieved but are not intended in any way as guarantees and must not be relied on. We may modify the information on this site at any time, including altering or deleting it without notice.

Helen Marshall, the human face behind Primal Alternative, is a real-life Mum who transformed her life through a Primal lifestyle and who is now on a mission to help other women get their health back. While she is a Certified Primal Health Coach, she is not a qualified medical, financial or legal professional. If you have any questions or doubts about whether Primal Alternative is right for you, you should seek appropriate professional advice before making any major decisions or investments.

Helen firmly believes that each person is unique and encourages her coaching clients to develop their own version of a Primal lifestyle. Primal Alternative provides information, education and guidance about the Primal Alternative lifestyle, but you need to pay attention to what is happening for you in your unique circumstances and to tweak anything that is not working. It is time that you became an expert in you!

Helen provides examples on this site of the income that she has enjoyed as a Primalista (a licensed seller of Primal Alternative products) and the health and fitness benefits she has experienced from following a Primal Alternative lifestyle. This information is not a guarantee of results but an indication of what can be achieved. All results are dependent on your individual efforts and circumstances.

Your Responsibilities

We understand that the opportunity to join us as a Primalista is incredibly exciting. It is however, a big decision as is any major commitment to a new business. We therefore recommend very strongly that you seek independent legal, financial and business advice before taking up a Primalista licence, and we have built in a 14 day investigation period between providing you with all of the information you need and welcoming you as a Primalista. Please use this period wisely to really explore the suitability of this venture in your personal situation and circumstances. We want all of our Primalistas to be happy and successful and to a large extent this depends on you doing your personal due diligence enquiries before you invest in your Primalista licence.

We also ask that you take full responsibility for your own health and wellbeing. As a result, we strongly recommend that you consult with a health professional before taking part in one of our 21 day Challenges, or before commencing personal coaching with Primal Alternative.

Downloads & External Links

We love to provide you with amazing resources, so from time to time we will offer files for you to download from this site. Please take care for your own safety and ensure you have current and up-to-date internet security and virus protection software. While we take every care to ensure our downloadable files are safe, we are not responsible for any viruses, Trojans, malware or other damage that might occur as a result of downloading material from our site.

We may also provide you with links to external sites. While these links are intended to be relevant and helpful at the time of posting, we have no control over the content on these sites and are not responsible for the information and opinions that you may find there. If you believe a link is broken, irrelevant or offensive, please notify us as we appreciate your help in keeping our website up to date.

Third-Party Advertisements & Content

Primal Alternative may display 3rd party advertisements on our site as an additional income stream. Please note that we are not responsible for the content of any advertisements that are displayed or the pages to which they link. Any transaction you may enter into with a third party advertiser is entirely between you and them, and Primal Alternative has no responsibility for and is not a party to the transaction.

From time to time we may invite content to be supplied by Primalistas, affiliates and collaborators of Primal Alternative. Any content that is not specifically produced by Primal Alternative reflects the opinions of the author and may not reflect the beliefs or opinions of Primal Alternative.

Intellectual Property

The content of this website is protected by copyright. Information from this site may be shared on social media but MUST contain a link back to Primal Alternative and this website.

All copyright, design rights, database rights, and any rights to know-how, trade and business names, trade secrets and trade marks (whether registered or unregistered) and any use or application of the intellectual property in this site belongs to Primal Alternative, or are licensed to Primal Alternative unless otherwise specified.

Primalistas have a limited right to use the Primal Alternative Logo and business name in accordance with the terms of their Primalista Licence Agreement.

All other logos, slogans and content, including the content of the 21 day Challenges and the phrase “I help women get their health back” are solely for use by Primal Alternative.

Payment Terms

All prices on this site are in Australian dollars and are inclusive of GST unless otherwise specified.

Payments may be made via PayPal or Ezi Debit.

Payment plans may be offered to Primalistas on the terms set out in the Primalista Licence Agreement as follows:

\$5520 = \$5000 Licence Fee and \$520 Licence Royalties for 12 months (including GST)
\$1,000 payable up front.

The remainder payable over ten (10) weeks at \$452 / week.

Please note: This is an Earn and Learn arrangement to allow you to pay off the Licence Fee and Licence Royalties for your first year while operating as a Primalista. However, please be aware that the first three months of operation are likely to be the most difficult as you will be learning new processes, becoming familiar with your new business and growing your clientele. As a result it is a condition of this payment plan that all amounts paid are non-refundable and that if you terminate this agreement before completing this Payment Plan, any unpaid amounts become immediately due and payable. This is intended to ensure that you only enter into this agreement if you are serious about putting in your best efforts to make a success of it.

There is no payment plan available for 21 Day Challenges. Payment upfront is required in order to participate in the Challenge.

Payment terms and plans for any other products or services will be specified on the information page for that product or service.

Security

If you have any concerns about the security of your payment, please consult:

- PayPal's online security for buyers: <https://www.paypal.com/au/webapps/mpp/paypal-safety-and-security>

- The terms of our agreement with EziDebit:
[https://ezionline.ezidebit.com.au/assets/documents/Ezidebit Terms and Conditions en AU.pdf](https://ezionline.ezidebit.com.au/assets/documents/Ezidebit_Terms_and_Conditions_en_AU.pdf)

Delivery of Services

All coaching services are provided via Skype (Skype name: Primal Alternative), Zoom or Face to Face. Details and options will be provided to you at the time of booking. You are required to fill out Worksheets before and after a coaching session. These will be delivered to you by email and must be returned by email within 24 hours. If you are unable to attend a coaching session, you must provide at least 24 hours notice in order to reschedule, or you will be charged full price for the session.

Primalistas gain access to the materials they need by receiving a unique login name and password from Primal Alternative when they purchase a licence. This gives them access to a “members only” website containing the full online training course in how to produce and sell the Primal Alternative product range. Primalistas are also encouraged to participate in the closed online community on Facebook.

Challenges and online courses may be delivered by email, web download or online in private Facebook groups where you can join with and support other women taking part in the challenge.

Refund Policy

Order Fulfilment:

If you order a product or service that is no longer available, due to it being out of stock, discontinued or if we are unable to fulfil your order within a reasonable time for any reason, we will provide you with a full refund.

Change of Mind:

We do not offer any refund for change of mind, so we encourage you to choose very carefully before purchasing.

Minor Problem:

The types of minor problem that may occur with our products and services are generally tech based, such as a PDF that refuses to open, a link that expires while your internet is down, the internet failing midway through a call or an inability to log in to the membership area of our

website. If any minor problem occurs, please get in touch with us as soon as possible by emailing info@primalalternative.com and we will work with you to remedy the problem.

Major Problem:

If you believe you have encountered a major problem with our products or services – a problem that cannot be easily fixed within a reasonable time frame, please email us at info@primalalternative.com to discuss your concerns and negotiate a refund or other acceptable solution.

Cancellation of a Contract:

Please note that there is no refund for Primalistas who choose to cancel their Licence Agreement. Please see the Licence Agreement for a full description of the options available to you.

Our coaching services are charged on a per-session basis

For longer online courses, if you decide to cancel your participation, we will refund a percentage of the course fee based on how far into the course you are. For example, if you have completed 3 weeks of a 10 week course, we will refund 70% (equivalent to 7 weeks).

Visitor Information

It is our intention to hold the space of this website and the Primalista Community Forum as a place of support and encouragement. We will not tolerate unacceptable behaviour or bullying and we reserve the right to delete or block anyone who is in breach of this agreement or the Primalista Licence Agreement.

We reserve the right to moderate any comments made on our blog, including deleting comments that we deem to be rude, offensive, spammy or unacceptable without any notification or correspondence with the author of the comment.

Changes to this Policy

We may revise the Terms and Conditions from time to time by updating this posting. The revised terms will take effect when they are posted.

Jurisdiction

If you have a problem, please contact us so that we can discuss it. If we can't reach an agreement, we may suggest bringing in a neutral third party to help us find a solution. If we

still can't work it out, any disputes or arguments arising under this agreement are to be dealt with under the law of Western Australia.