

TERMS & CONDITIONS OF PURCHASE AND REFUND POLICY

Introduction/ Who we are

Welcome to Likambi Global Publishing (LGP) Terms and Condition of Use Policy. Thank you for choosing LGP.

We value and appreciate your business.

This document is intended to provide you with the terms and conditions that constitute our dealings and relationship with you as you do business with us.

Likambi Global Publishing Ltd and all subsidiaries or affiliated brands (hereinafter referred to as “LGP”, “We”, “Us” or “Our”) stand behind all of our products and services and your satisfaction is very important to us.

Use of our website by you, your business, officers and employees, ("You") and any service contained within constitutes acceptance of these Terms & Conditions. If you do not agree with all or any of these terms, please do not purchase or sign up for the services on offer.

Our website is only intended for use by adults, as defined as those aged 18 or over and who have sufficient capacity to enter into a binding agreement.

All purchases made from us (including all related website properties and social media links, sales over the phone, in person, and on-site purchases) are covered by the following policies.

If you have any questions about this policy, please contact our Customer Care Team using the details set out below.

Contact details

Our full details are: Full name of legal entity:

Likambi Global Publishing Ltd Email address:

enquiries@likambiglobalpublishing.com

Postal address: 208a PICTON ROAD L15 4LL, United Kingdom

Telephone number: +44 (0) 7539216072

1. Account Integrity

1.1 It is your responsibility to ensure that the information you provide is accurate and not misleading. You cannot create or use the names and information of another person or use words that are the trademarks or the property of another party or vulgar, obscene or in any other way inappropriate.

1.2 Certain topics and businesses are not eligible to participate in the Services. These include businesses and topics that discuss the following types of transactions:

- Tobacco, e-cigarette sales, or related items
- Weapons and munitions
- Sexually-oriented or pornographic products or services
- Marijuana dispensaries and related businesses
- Door-to-door sales
- Age restricted products or services
- Bail Bonds
- Bankruptcy lawyers
- Check cashing, wire transfers or money orders
- Counterfeit products
- Gambling
- Illegal products or services
- Any product or service that infringes upon the copyright, trademark, or trade secrets of a third party
- Firms selling business opportunities, investment opportunities, mortgage consulting or reduction, credit counselling, repair or protection, or real estate purchases with no money down.

2. General

Offers/Coupons cannot be used in conjunction with each other unless otherwise stated. Coupons are only valid during the advertised promotion period. Prices are subject to change without notice. Gift Cards, virtual products/ services and marketing services and products are non-refundable.

Privacy Policy. Please review our Privacy Policy, which also governs your visit to our website and any purchases made on our website.

Cookies Policy. Please review our Cookies Policy, which also governs your visit to our website and any purchases made on our website.

Refund & Shipping Policies. Please review our Refund & Shipping Policies separately, which govern any purchases and transaction made on our website.

3. Publishing Services Terms of Use

Product & Service Pricing

3.1 We make every effort to ensure that the pricing offered to you or displayed on our website is correct. However, if an error in the pricing of a product or service is found we reserve the right to either cancel your order (if it has not yet begun, or contact you to arrange payment of any extra sum due or refund any overpayment made by you (as applicable).

3.2 We reserve the right to alter all product and service pricing without notice. However, every attempt will be made to inform you of any price changes prior to your next renewal or payment date.

4. Your Order

4.1 Your order constitutes an offer made to us to purchase a product or service. Once an offer or publishing package has been accepted, you will receive a confirmation email with an invoice within 48 hours and are legally bound by the terms and conditions of our services. Product or service items not included within your package are not included in the order and contract between you and us.

4.2 We reserve the right to delay or refuse orders where a payment has not been received or a transaction contains incomplete details or details that cannot be verified or where fraud is suspected.

4.3 If we are unable to reasonably ascertain these details or resolve these issues a full refund will be made less the administrative and Stripe fee if that is how payment was made. No other form of refund or credit will be offered nor will a refund be made to any third-party card or account.

5. Cooling-Off Period

5.1 You will have a 14 day cooling-off period after the publishing offer has been accepted and issued. During this time, we will not perform any tasks related to your order. If you choose to cancel your order within this time, please do so by email to enquiries@likambiglobalpublishing.com. Your order is considered cancelled once you have received an email confirming this.

5.2 Once the 14-day cooling off period is complete, you will be contacted by the Publisher regarding payment in full or of your first instalment, if this

has not already been made. Payment should be made at the latest, 20 days after your offer and agreement is received. You agree to make payment either in part (in instalments) or in full at this time and agree to be bound by our terms and conditions of use and refund policy. The terms and conditions laid out in this document overrides any other agreement. You can waive the 14- day cooling off period if you wish your work to start straight away on your book. Any consultation, mentoring or coaching services provided prior to the 14-days cooling off period will automatically kickstart your order with us and you will be liable for the services provided.

6. Cancellation Rights and Refunds

6.1 You can cancel your order at any time by emailing us at enquiries@likambiglobalpublishing.com. All services will stop from the point of cancellation.

6.2 Refunds will not be given up to the point you cancel outside of the 14-day cooling off period as research, information, consultation advice and any other work will have begun and/ or been completed by LGP or associated companies, on your behalf.

6.3 If you choose to pause your order, both payments and work will stop on your publication. Please ensure you allow 7 days prior to your next payment coming out.

6.4 If pausing your payment, you will have a maximum time limit of 6 months to then start the repayments again as all books should be published within a 12 month period from the day the agreement is issued. We have the rights not to publish books after a 12 month period from your agreement date. No refund will be made if your publication is not done within this period and this decision is final, except otherwise stated in your agreement or offer.

6.5 Where a refund is offered and accepted by you it will be made within 14 - 28 working days of receiving your acceptance of a refund.

7. Your Obligations

The Author guarantees that he or she has copyright to the Book, manuscript, work of art or other document by virtue of being the creator and/or having license from the copyright owner and will retain copyright to the Book for its lifetime if they provide these.

7.1 The Author agrees:

- To provide the Publisher with an electronic file in Microsoft Word of the Book text plus any photographs in a PNG high resolution format that may be included in the book. These must be sent separately to the word document.
- To provide the Publisher with clear formatting or layout instructions (guidance will be provided) or to allow the Publisher's typesetters to use their best judgement. Please note that online retailers such as Amazon layouts are set within certain parameters that must be adhered to.
- To provide the Publisher with scan-ready original artwork or a royalty free image for the Author's book cover. Advice can be given on which are the best royalty free sites to use.
- To either send approval of the proofs or request amendments. If the Author wishes to change or alter any of the text or photographs that have previously been submitted as "final copy" to the Publisher the Author agrees to pay the Publisher to execute those changes at a rate of £75.00 per hour with a minimum charge of £75.00.
- To determine a retail price for the Author's book.
- To provide the Publisher with a book description (synopsis) that can be used on the back cover of the book at the same time as providing the Publisher with the text of the book and any dedications etc. that the Author wishes to be included within the Book.
- To allow the Publisher to distribute sample copies of the Book free of charge and free of royalties as the Publisher deems necessary, providing this is at no cost to the Author.
- To assume any and all liability for the complete content of the Book and to hold the Publisher harmless from any liability arising from the content provided by the Author.
- That all the material the Author has provided in the book is lawfully owned by the Author. Where any non-original text is included in the Book, the Author agrees that they have either received the originator's permission to use this or the originator and publication have been properly credited and/or referenced. For any copyrighted artwork or photographs included in the Book, the Author agrees they have permission from the copyright holder to use such (outside of LGP Partners).
- That the original book will not be published through another publisher.
- That all copyrighted images within the book that have been designed by LGP or associated partners will not be distributed to another publisher outside of LGP unless consent is given by LGP.

7.2 As a user you agree not to do any of the following:

7.2.2 Publish or seek to distribute any material or information that is unlawful, harmful, obscene, indecent, libellous, profane, defamatory, racist, or in any other way inappropriate or objectionable.

7.2.3 Encourage illegal activity or activity that violates the rights of other users or third parties, whether individuals or organisations.

7.2.4 Supply content calculated to deliberately mislead other users or third parties, including content falsely made to appear from or be endorsed by us.

7.2.5 To pose as another user, third party or organisation or one of our employees for the purposes of obtaining user or third party information.

7.2.6 To use the completed edited or illustrated book to send to another publisher for any kind of distribution or to change the Publisher name of the original work or to remove the Publisher Logo from the original cover artwork.

The above list is not intended to be exhaustive.

7.3 Authors and readers / buyers should work directly together regarding any disputes or issues related to any purchases made through the website links. LGP is not responsible nor has any obligation to mediate or otherwise intercede in any such disputes.

7.4 LGP may forward to you any complaints it receives about you, but is not obligated to do this.

7.5 As an Author, you agree that you are solely responsible for the content and performance

of your books published through LGP. As a writer or as a user, you agree that LGP has no liability or obligation to you regarding the quality of any of your content, performance or non-performance of a book.

7.6 If you breach these Terms and Conditions by sending any unsolicited bulk email, (spam) or any other bulk communications to users your actions will cause harm to us and our website.

Such harm is difficult to quantify and as such you agree to pay us the sum of £50 for each and every individual email or other communication sent to a user or third party.

8. Physical Products & Brand Items.

If you are not completely satisfied with any other purchases not from our 3rd party fulfilment centre, please, read our refund policy to see if the product is eligible for return by post, before returning the physical product in NEW condition and original packaging, along with proof of purchase, within 14days and you will receive a full refund – if applicable (less shipping and administrative/ handling fees). You can contact our Customer Service Department at 07539216072 during the hours of 10 AM – 4PM GMT Monday through Friday or reach us via email at enquiries@likambiglobalpublishing.com for refund procedures or if you do not know if your product is from our 3rd party fulfilment centre. Please be advised that shipping costs to and from the fulfilment centre or us are not reimbursed.

LGP will also provide branded items and apparels on its website, most of which are fulfilled by 3rd party suppliers so we cannot refund or

exchange the item if you ordered the wrong size, colour, have buyer's remorse, provide your address incorrectly, or have an unclaimed shipment returned to our 3rd party fulfilment centre. Shipments that go unclaimed and are returned will be liable for the cost of a reshipment. If any address is considered insufficient by the courier and is returned, you will be liable for reshipment costs once we have confirmed an updated address with you. Any claims for misprinted/damaged/ defective items/packages lost in transit must be submitted directly to our customer service department within 14 days. You can contact our Customer Service Department at 07539216072 during the hours of 10 AM – 4PM GMT Monday through Friday or reach us via email at enquiries@likambiglobalpublishing.com

9. Digital Download Products, Publishing Services & Training Access

There is no refund at all on any digital products. You will receive access to the digital product for the amount of time that was stated on the product description you purchased. If you have any problems accessing the digital content, you have purchased please contact our

Customer Service Department at 07539216072 during the hours of 10 AM – 4PM GMT Monday through Friday or reach us via email at enquiries@likambiglobalpublishing.com, so we can resolve the issue. Purchase of training, personal development, and coaching programs does not grant rights to the buyer to share, reproduce or resell the product in any way.

If you have subscribed to any of our products the individual month-to-month Training Access program, to cancel your subscription, please visit our website and select "Individual Account" and follow the prompts. Please be advised, that the cancellation of the monthly/quarterly subscription is effective from the next month or quarter following your cancellation. There are no refunds regardless of usage of the product.

All digital and downloadable product sales are final. We do not offer digital product refunds, once a download/digital access has been assigned to you there is nothing we can retrieve back.

Please be advised that any and all agreements for downloadable/digital products, LGP or affiliates on Demand digital products are NOT subject to cancellation, refund or store credit. We do not accept any verbal modifications of these Agreements and the "no refund and no cancellation" policy stated in the Agreements is strictly adhered to. AFTER the full term of the agreement has expired, you may request to cancel the automatic renewal of the Agreement or your Agreement will be converted into a month-to-month Agreement. Any cancellations submitted prior to the full term of the agreement will only cancel the auto renewal and your monthly invoices will still be due and owing

until the full value of the agreement has been paid in full.
ALL BUILD OUT FEES AND SET UP FEES ARE NON-REFUNDABLE AS THEY ARE SERVICES RENDERED TO CREATE YOUR ACCOUNT. Agreements with a 90 day opt out clause do not include a refund on the initial investment. There is NO refund on digital products or build-out fees. By purchasing from us or our website and other social platforms, you are adhering to this Agreement, and you in turn agree to all Terms of Use and this Terms of Purchase and Refund Policy. including that you agree to not do a charge back for any services rendered (including a publishing service agreement post 14 days that has not yet been fulfilled, or for digital products that have been delivered. You also agree and acknowledge that you are paying in monthly or weekly instalments on your total contract value as a payment plan, not a recurring subscription fee. Cancelling, stopping, or removing the credit card on file does not cancel your service agreement or subscription and violates the terms of the agreement. If at any time you have delinquent invoices past 90 days, or the account is paid delinquent for three consecutive payments, your account will be suspended, and you will still be liable for the full contract value through the term of the agreement. If you have any problems accessing the digital content you have purchased, please contact our Customer Support Department immediately at 07539216072 during the hours of 10 AM – 4PM GMT Monday through Friday or reach us via email at enquiries@likambiglobalpublishing.com, so we can resolve the issue. Digital product purchases do not grant rights to the buyer to share, reproduce or resell the product in any way.

10. Gift Certificates and Coupon Codes

If you have received a coupon code for free merchandise or a gift certificate for merchandise from the Company or any of its affiliates, the coupon code or gift certificate is only good for a single use and up to the value on the code or card. Any physical items purchased are in accordance with the refund policy and digital products are non-refundable and not eligible for exchange or store credit. Gift Certificates are non-refundable.

11. Third-Party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

12. Testimonies & Live Events

Please be advised, that by submitting any videos, photographs or testimonies to us via any of our platforms or in person, you irrevocably grant permission to LGP, and all affiliated companies, you agree to the following: to use my likeness in a photograph, video, or other digital media ("photo") in any and all of its publications, including web-based publications, without payment or other consideration. I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photo. My actual testimony will not be edited. I acknowledge that there will be no compensation for my testimonial. I understand and agree that all photos and videos will become the property of LGP and all affiliated companies and will not be returned.

I hereby hold harmless, release, and forever discharge LGP and all affiliated companies from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization. If my testimony is cut or not used, I agree that this was at the artistic discretion of LGP and all affiliated companies and or its affiliates and that I will not take legal action. I also agree that any claims will be Arbitrated and that jurisdiction for any/ all claims is Liverpool, United Kingdom.

I hereby RELEASE, WAIVE and FOREVER DISCHARGE any and all claims arising out of, or in connection with, such use by LGP, and all affiliated companies, including without limitation any and all claims for libel or invasion of privacy. I have read the above Release and I am fully familiar with the contents thereof. This Release contains the entire agreement between the parties hereto and supersedes any other Agreement that may exist.

13. Publicity Release; Information Sharing

You agree that the event for which you purchase tickets or have free entry is a public event, that your appearance and actions inside and outside the venue or online where the event occurs are public in nature, and that you have no expectation of privacy with regard to your actions or conduct at the event. You grant permission to us, the Event Provider(s), our partners, licensees and assigns, including but not limited to our brand and media partners, to utilize your name, image, likeness, acts, poses, plays, appearance, movements, and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event (regardless of whether before, during or after play or performance) for any purpose, in any manner, in any medium or context

now known or hereafter developed, without further authorization from, or compensation to, you or anyone acting on your behalf.

By attending any Live Event, you hereby irrevocably grant to LGP, affiliates, designees, successors, assigns and licensees, the right to film and otherwise record you and use your name, image and likeness in any and all media for any purpose, including, without limitation, advertising and promotional purposes as well as in, on or in connection with future LGP events and/or other events produced by Latoya Likambi, Likambi Global Publishing, and / or Dr Sylvia Forchap-Likambi or any of their affiliates and hereby release Latoya Likambi, DRSLI and Dr Sylvia Forchap-Likambi and each of the respective designees, successors, assigns, licensees and affiliates from any liability with respect thereto. Additionally, there will be still photographs and video segments taken throughout the event by DRSLI and any other third-party participant, such as speakers and sponsors. Therefore, the purchase of or registration at any live event / ticket is made with the understanding that it also contains a WAIVER AND RELEASE, and that you agree to the following:

I irrevocably grant permission to LGP and all affiliated companies, to use my likeness in a photograph, video, or other digital media ("photo") in any and all of its publications, including web-based publications, without payment or other consideration. I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photo. My actual testimony will not be edited. I acknowledge that there will be no compensation for my testimonial. I understand and agree that all photos and videos will become the property of LGP Ltd and all affiliated companies and will not be returned.

I hereby hold harmless, release, and forever discharge LGP Ltd and all affiliated companies from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization. If my testimony is cut or not used, I agree that this was at the artistic discretion of LGP Ltd and all affiliated companies and or its affiliates and that I will not take legal action. I also agree that any claims will be Arbitrated and that jurisdiction for any/ all claims is Liverpool, United Kingdom.

I hereby RELEASE, WAIVE and FOREVER DISCHARGE any and all claims arising out of, or in connection with, such use by LGP Ltd, and all affiliated companies, including without limitation any and all claims for libel or invasion or privacy. I have read the above Release and I am fully familiar with the contents thereof. This Release contains the entire agreement between the parties hereto and supersedes any other Agreement that may exist.

Account Status

If your account is in arrears or not in good standing for any reason, then any special offers, flash sales, deals, bonuses, gifts with purchase, coupons, discounts and incentives are not available for use.

OFFERS, DEALS, PROMOTIONS, BONUS ITEMS AND GIFTS WITH PURCHASE FROM AFFILIATES, SPONSORS OR COVENTURERS

From time-to-time DRSLI Group may host, co-host or co-venture with an affiliate, business associate or sponsor at an event or for a special promotion. As such, some of the items or deals may not be purchased from Grant LGP. If you purchased an item from an affiliate, business associate or sponsor you are subject to the terms of their purchase and we are not able to provide any exchanges or refunds.

Please contact the affiliate, business associate or sponsor on your receipt from your purchase for their policy and instructions.

Any item purchased from an affiliate that is to be fulfilled by an affiliate will require the purchaser to communicate with the affiliate regarding any customer service or technical issues. We cannot guarantee or provide a refund or credit on items we do not fulfil.

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By purchasing any item, product or event from this website, you acknowledge and agree to be bound by the terms and conditions set forth in this Policy as well as the Terms of Use and Privacy Policy. If you do not agree to these Policies, please do not purchase anything, or enter into any transaction with us.

Be sure to return to this Policy periodically to review the most current version of the Policy. We reserve the right at any time, at our sole discretion, to change or otherwise modify this Policy without prior notice; however, the date of any effective changes shall be reflected at the bottom of this page and upon request we will provide you with information regarding any changes made. This policy was last updated on May 2nd, 2023