TEO Course User Agreement Policy

Masterclass in Colour Harmony & Outfit Styling | Applies to purchases made through www.teosecrets.com

> **Please read this document before payment. By selecting the agreement checkbox at checkout, you confirm that you have reviewed and accepted these terms.**

PERSONAL ACCESS	One trainee. A maximum of two registered devices.
CONTENT PROTECTION	No account sharing, recording, redistribution, or unauthorised downloads.
QUALITY GUARANTEE	Eligible issues can be reported within 72 hours of successful payment.

Part A | Course User Agreement

1. Scope and acceptance

This agreement applies to the online educational course and related digital learning resources made available by TEO - Taleen Elegant Outfit ("TEO"). It is presented before purchase and forms part of the enrollment terms. The trainee must personally accept the agreement to proceed to payment.

2. Personal, non-transferable licence

Enrollment provides the registered trainee with a limited, personal, non-exclusive and non-transferable right to access the purchased course through the TEO platform. Purchase does not transfer ownership of course videos, scripts, worksheets, designs or other intellectual property. Resale, redistribution, commercial use and teaching or repackaging the material for others require prior written permission from TEO.

3. What is included

Access includes the lessons and learning resources described as included and available on the product page at the time of purchase. Items explicitly labelled "Coming Soon" will be made available according to the published description or schedule, where specified. Content previews and sample lessons do not constitute a promise of additional materials beyond the advertised course.

Part A | Course User Agreement (continued)

4. Account credentials and security

The trainee must provide accurate registration information and keep login credentials confidential. Sharing, lending, selling or transferring the username, password, account or purchased access to any other person is prohibited. The trainee must notify TEO Support if unauthorised access is suspected.

5. Two-device access limit

Course access is limited to a maximum of **two registered devices per trainee**. These must be used only by the registered account holder. Additional device registration or replacement of an unavailable device may require verification and approval from TEO Support. Technical restrictions will apply as implemented on the platform.

6. Course recordings and learning materials

- Do not screen-record, film, copy, download, extract, repost, transmit, publish, sell or share course videos, audio, text, slides or other protected material without written permission.
- Do not remove copyright notices, watermarks or other identification from the course.
- Only worksheets, checklists, assessments, planners and other resources expressly offered as downloadable may be downloaded for the trainee's own personal learning. These may not be redistributed or sold.

7. Copyright and intellectual property

Original TEO content is protected under applicable copyright and intellectual property law. **Copyright Certificate No. 2570-2026**. Third-party materials, if any, remain subject to their respective owners' rights. Unauthorised reproduction or distribution may result in appropriate enforcement steps, including legal action where warranted.

8. Enforcement and fair process

TEO may investigate credible evidence of credential sharing, unauthorised redistribution, or attempted circumvention of security measures. Where reasonable and lawful, TEO may request an explanation, restrict suspicious access while investigating, or suspend or terminate access for a confirmed material breach. This does not remove the trainee's statutory rights or TEO's obligations concerning paid services.

9. Availability and technical support

TEO aims to provide accessible, professionally presented content. Short interruptions may occur because of maintenance, device compatibility or third-party systems. Trainees should report material issues promptly to the support contact shown below. These terms do not promise uninterrupted availability or support for every device or browser.

> **Course content is provided for education and personal styling guidance. Individual outcomes may vary, and enrollment does not guarantee a particular personal or professional result.**

Part B | 3-Day Quality Guarantee & Refund Policy

TEO offers a **voluntary, conditional 3-day quality guarantee** in addition to any rights the trainee may have under applicable consumer protection law. A request under this guarantee should be submitted within **72 hours of successful payment**, with enough information for TEO to assess the concern.

10. Valid grounds for a guarantee request

- **Course access failure:** The trainee cannot open the paid course after successful payment, despite reasonable troubleshooting, and the problem cannot be resolved within a reasonable period.
- **Serious video or audio malfunction:** Repeated playback failure, missing or unintelligible audio, or severe technical disruptions materially interfere with lessons and cannot be reasonably corrected.
- **Substandard technical presentation:** Significant, objectively demonstrable defects - such as consistently illegible visuals or audio/video quality that prevents understanding - make the course unsuitable for its advertised educational purpose. A difference in personal aesthetic preference alone is not a technical defect.
- **Materially incorrect or missing content:** An essential lesson, advertised included resource, or promised feature that was due to be available upon purchase is unavailable or materially different from the course description. Clearly identified future releases are assessed against the schedule or commitment advertised.
- **Significant educational inaccuracy:** A specific, verifiable and material error substantially undermines the advertised learning value and cannot be reasonably corrected.
- **Duplicate or unauthorised charge:** Duplicate payments or payments not authorised by the account holder will be investigated and appropriately resolved, without limiting payment and consumer rights.

11. Reasons not normally covered by this voluntary guarantee

- A change of mind after purchase, where no defect or other qualifying reason exists.
- Insufficient time, lack of personal motivation, or not completing the course.
- Disagreement with the style, colours or fashion choices taught, where the course was accurately described and provided.
- Problems caused solely by a weak connection, unsupported or compromised device, or a local software setting, where the TEO service itself is functioning as advertised.

> **These exclusions apply only to the voluntary guarantee. They do not override remedies or refunds required by applicable consumer protection law.**

Part B | Refund requests & resolutions

12. How to submit a refund or technical request

Please contact **teo@teosecrets.com** within the 72-hour voluntary guarantee period and include:

- Your registered name, email address, payment date and order or payment reference.
- A clear description of the issue, including which lesson or feature is affected.
- Screenshots, brief error details, or other reasonable evidence, if available. Do not make or submit unauthorised copies of course video content.

13. Assessment and outcome

TEO will acknowledge and examine the request, may ask for limited additional information, and will first aim to offer appropriate troubleshooting, restoration of access, correction or another reasonable remedy. If the issue qualifies and cannot be reasonably resolved, a refund will be approved in line with this policy and applicable law. Any approved refund is normally returned through the original payment method, subject to the payment provider's processing times. TEO will communicate the decision and next steps.

> **Recommended checkbox wording**
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> **I have read and agree to the TEO Course User Agreement Policy, including the 3-Day Quality Guarantee & Refund Policy.**

Support: teo@teosecrets.com

Website: www.teosecrets.com

Thank you for choosing TEO. We look forward to supporting your learning journey with clarity, care and confidence.