

Online Membership Terms and Conditions

These terms and conditions (**Terms**) are the contract between you as the online Membership member (**you or your**) and Emerald HQ (ABN: 73 329 117 538) of Kwinana, Western Australia (**us, our or we**).

By visiting or using the Membership platform (**Site**), you agree to be bound by the Terms. Please read this agreement carefully and save it. If you do not agree to be bound by the Terms, you should leave the Site immediately.

- **Definitions**

- In this agreement, the following words have the following meanings:
 - **Content** means the written, video or sound content that is available for you on the Site and it may include content posted by your other members of the Site.
 - **Governing Law** means the law of Western Australia.
 - **Membership** means your Membership of the Site and these Terms. It includes the Membership service we provide as set out on our Site and in this contract.
 - **Post** means Content and any other material on our Site and includes the phrases **Posted** and **Posting** in these Terms.
 - **Services** means all of the services or benefits available with your Membership on the Site, whether free or paid.
 - **Site** means the Membership platform and any other app or service designed for access by mobile phones or fixed devices and includes all web pages controlled by us. For clarity, the Site is currently hosted by Simplero (**Membership Site**), with our communication channel hosted by Discord, as at the date of these Terms. In agreeing to these Terms you also agree to be bound by any Terms required by the Membership Site or any other third party hosting website we use from time to time.

- **Our contract**

- These terms and conditions regulate our business relationship with you. By electing to join our Membership Services or use our Site free of charge, you agree to be bound by them. The contract between us comes into existence when we receive payment from you for your Membership.
- In entering into this contract you acknowledge and agree that you have not relied on any representation or information from any source except the definition and explanation of the Services given on our Site.
- Subject to these Terms, we agree to provide to you some or all of the Services described on our Site at the prices we charge from time to time.
- If we give you free access to a Service or feature on our Site which is normally a paid Membership only feature, and that Service or feature is usually subject to additional contractual terms, you agree that you will abide by those additional terms in order to gain access to that feature.

- **Your account and personal information**

- When you visit our Site, you accept responsibility for any action done by any person in your name or under your account or password. You should take all necessary steps to ensure that your password is kept confidential and secure.
- You agree to inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner.

- You agree that you have provided accurate, up to date, and complete information about yourself to us. We are not responsible for any error made as a result of such information being inaccurate.
- You agree to notify us of any changes in your information, such as updated credit card details or other critical personal information immediately once a change occurs. If you do not do so, we may terminate your account at our discretion.

- **Membership**

- Details of the cost and benefits of Membership are as set out on our Site. You may subscribe to Membership Services at any time on the basis we offer it to you at the time you elect to subscribe.
- You do not have to take any action for these Terms to apply other than electing to be bound by the Membership. By accepting these Terms, you instruct us to give you immediate access to the **Membership Services** and you know that by doing so, you may not be entitled to a refund of any Membership fees paid to us.
- Termination of Membership will be regulated by this contract set out in paragraph 14 below.
- You may not transfer your Membership to any other person.
- We reserve the right to modify the Membership rules or system and to change the Terms of this contract at any time, without notice. If, after such modifications, you continue to use your Membership, we will deem this as your acceptance of the modified Terms.

- **Prices**

- The price payable for the Membership is set out on our Site. We reserve the right to update that Membership price from time to time at our discretion.
- The price charged for Membership will be in Australian Dollars, if you are located in another country, you may be charged international conversion rates and be subject to an exchange rate. You will be required to pay any additional fees in this regard.
- Prices are inclusive of any goods and services tax or other sales tax (where it is applicable).
- You will pay all sums due to us under these Terms and your Membership by the means specified without any set-off, deduction or counterclaim.
- Founding Members will maintain the Founding Members for life, or until such time as they terminate their Membership, or should the Membership be terminated. Should they wish to rejoin in the future, the price payable for the Membership will be set out on our Site.

- **Renewal payments**

- **Monthly Membership:** Your Membership and licence to use the Membership Services will renew automatically each month. At the monthly renewal we will automatically take payment from your credit card or other specified method of payment of the sum specified on our Site as the then monthly Membership fee.
- **Annual Membership:** Your Membership and licence to use the Membership Services will renew automatically each year. At the annual renewal we will automatically take payment from your credit card or other specified method of payment of the sum specified on our Site as the then annual Membership fee.
- Membership is ongoing until such time as you actively cancel your Membership in accordance with these Terms.

- You can cancel your Membership at any time by emailing a cancellation notice to our nominated email address at the foot of these Terms or by managing your payment in our Site under the settings “Manage Payment”.
 - Cancellation will take effect the following month after notice is received.
 - Other than the limitations set out above, Membership is non-refundable and non-transferable.
- **Minimum Commitment Terms and Refunds**
 - Due to the nature of the access to past recordings and resources, Memberships are non-refundable.
 - There is a minimum commitment of 6 months, during which no cancellations/voluntary terminations or refunds will be accepted.
 - After the 6 month period, if you choose to terminate your Membership after the minimum period, and you are on an annual Membership, no refunds will be provided for the remainder of your Membership period.
 - This agreement shall operate for the period for which you have subscribed to Membership Service and will be on-going until such time as you terminate your Membership.
 - If you terminate your Membership mid-payment period, you will not be refunded for the remainder of your Membership period (i.e. if you terminate your annual Membership mid-year, you will not be refunded for the remainder of the year).
- **Security of your credit card**
 - Please note that credit card payments are not processed on a page controlled by us.
 - Processing takes place on the third party payment processor connected to our Membership Site, and we are bound by their terms and conditions and any other relevant third payment processor that the Membership Site uses to take your payment.
 - If you have concerns about the safety or otherwise of your card, the Membership Site and other third payment processor terms should be read before you agree to the monthly Membership direct debit from your card to ensure the details are being kept safely. While we will use our reasonable commercial endeavours to ensure the safety of any details we hold, we cannot directly control the details held by third party sites and will not be liable in this regard.
- **Restrictions on what you may Post to Our Website**
 - We may, at our discretion, read, assess, review or moderate any Content Posted on our Site and communication channels (i.e. Discord). If we do, we do not need to notify you or give you a reason.
 - You agree that you will not use or allow anyone else to use our Site to Post Content which is or may:
 - be malicious or defamatory;
 - consist in commercial audio, video or music files;
 - be obscene, offensive, threatening or violent;
 - be sexually explicit or pornographic;
 - be likely to deceive any person or be used to impersonate any person, or to misrepresent your identity, age or affiliation with any person;
 - give the impression that it emanates from us or that you are connected with us or that we have endorsed you or your business;
 - solicit passwords or personal information from anyone;

- be used to sell any goods or services or for any other commercial use;
- include anything other than words (i.e. you will not include any symbols or photographs) except for a photograph of yourself in your profile in such place as we designate;
- link to any of the material specified above, in this paragraph.
- Post excessive or repeated off-topic messages to any forum or group;
- sending age-inappropriate communications or Content to anyone under the age of 18.

- **Restricted Content**

In connection with the restrictions set out below, we may refuse or edit or remove a Post that does not comply with these terms.

In addition to the restrictions set out above, a Posting must not contain:

- hyperlinks, other than those specifically authorised by us;
- keywords or words repeated, which are irrelevant to the Content Posted.
- the name, logo or trademark of any organisation other than that of you or your client.
- inaccurate, false, or misleading information.

- **How we handle your Content**

- Our privacy policy is at <https://www.emeraldhq.com.au/privacy-policy>.
- If you Post Content to any public area of our Site it becomes available in the public domain. We have no control over who sees it or what anyone does with it.
- Even if access to your text is behind a user registration it remains effectively in the public domain because someone has only to register and log in, to access it. You should therefore avoid Posting unnecessary confidential information.
- We require the freedom to be able to publicise our Services and your use of them. Accordingly, you irrevocably grant us the right and licence to edit, copy, publish, distribute, translate and otherwise use any Content that you place on our Site, in public domains and in any medium. You represent and warrant that you are authorised to grant all such rights.
- We will use that licence only for commercial purposes of the business of our Site and will stop using it after a commercially reasonable period of time.
- You agree to any act or omission which may otherwise infringe your right to be identified as the author and your right to object to derogatory treatment of your work as provided in the *Copyright Act 1968*.
- Posting content of any sort does not change your ownership of the copyright in it. We have no claim over it and we will not protect your rights for you.
- You understand that you are personally responsible for your breach of someone else's intellectual property rights, defamation, or any law, which may occur as a result of any Content having been Posted by you.
- You accept all risk and responsibility for determining whether any Content is in the public domain and not confidential.
- Please notify us immediately of any security breach or unauthorised use of your account.
- We do not solicit ideas or text for improvement of our Membership Service, but if you do send to us material of any sort, you are deemed to have granted to us a licence to use it in the terms set out at sub paragraph 10.4 above.

- **Removal of offensive Content**

- For the avoidance of doubt, this paragraph is addressed to any person who comes on our Site for any purpose.
- We are under no obligation to monitor or record the activity of any customer for any purpose, nor do we assume any responsibility to monitor or police Internet-related activities. However, we may do so without notice to you and without giving you a reason.
- If you are offended by any Content, the following procedure applies:
 - your claim or complaint must be submitted to us in the form available on our Site, or contain the same information as that requested in our form. It must be sent to us by post or email;
 - we shall remove the offending Content as soon as we are reasonably able;
 - after we receive notice of a claim or complaint, we shall investigate so far as we alone decide;
 - we may re-instate the Content about which you have complained or not.
- In respect of any complaint made by you or any person on your behalf, whether using our form of complaint or not, you now irrevocably grant to us a licence to publish the complaint and all ensuing correspondence and communication, without limit.
- If any complaint made by you is either frivolous or vexatious, you agree that you will repay us the cost of our investigation including legal fees, if any.

- **Security of Our Website**

You agree that you will not, and will not allow any other person to:

- modify, copy, or cause damage or unintended effect to any portion of our Site, or any software used within it.
- link to our Site in any way that would cause the appearance or presentation of our Site to be different from what would be seen by a user who accessed our Site by typing the URL into a standard browser;
- download any part of our Site, without our express written consent;
- collect or use any product listings, descriptions, or prices;
- collect or use any information obtained from or about our Site or the Content except as intended by this agreement;
- aggregate, copy or duplicate in any manner any of the Content or information available from our Site, other than as permitted by this agreement or as is reasonably necessary for your use of the Services;
- share with a third party any login credentials to our Site.
- Notwithstanding the preceding clauses, we grant a licence to you to:
 - create a hyperlink to our Site for the purpose of promoting an interest common to both of us. You can do this without specific permission. This licence is conditional upon your not portraying us or any product or service in a false, misleading, derogatory, or otherwise offensive manner. You may not use any logo or other proprietary graphic or trademark of ours as part of the link without our express written consent.
 - you may copy the text of any page for your personal use in connection with the purpose of our Site a Service we provide.

- **Disclaimers**

- The law differs from one country to another. This paragraph applies so far as the applicable law allows.

- All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction an implied condition, warrant or term cannot be excluded, then this sub paragraph shall be deemed to be reduced in effect, only to the extent necessary to release that specific condition, warranty or term.
 - The Site and our Membership and Services are provided “as is”. We make no representation or warranty that the Site, Membership or Services will be:
 - useful to you;
 - of satisfactory quality;
 - fit for a particular purpose;
 - available or accessible, without interruption, or without error;
 - Your use of the Membership Services or the Site, or the exercise of any right granted under this agreement will infringe any other intellectual property or other rights of any other person.
 - Our Site may contain links to other third party Internet websites (**Third Party Sites**). We do not have power or control over any Third Party Sites and you acknowledge and agree that we shall not be liable in any way for the Content of any such linked website, nor for any loss or damage arising from your use of any such website.
 - We are not liable in any circumstances for special, indirect or consequential damages or any damages whatsoever resulting from loss of use, loss of data or loss of revenues or profits, whether in an action of contract, negligence or otherwise, arising out of or in connection with your use of our Site.
 - We claim no expert knowledge in any subject. We disclaim any obligation or liability to you arising directly or indirectly from information you take from our Site or receive directly from a third party as a result of an introduction via our Site. You must make your own enquiries regarding your individual circumstances before applying any information or otherwise obtained from our Site and we disclaim all responsibility in this regard.
 - From time to time we may arrange Membership events on third party platforms like Facebook, Zoom or other platforms. In attending these events you will be responsible for your internet security and passwords and we shall not be liable for any loss or damage arising from use of such platforms to attend Membership Events.
- **Duration and termination**
 - This agreement shall operate for the period for which you have subscribed to Membership Service and will be on-going until such time as you terminate your Membership.
 - You may terminate this agreement at any time, for any reason, with immediate effect by emailing a cancellation notice to our nominated email address at the foot of these Terms or by managing your payment in our Site under the settings “Manage Payment”. Upon such cancellation, the Membership will terminate from the next monthly or annual Membership payment due, depending on the Membership terms you agreed to (monthly or annual). We reserve the right to check the validity of any request to terminate Membership before acting on it.
 - We may terminate this agreement at any time, for any reason, with immediate effect by sending you notice to that effect by email, noting that the Membership will terminate immediately and the next monthly Membership payment will be cancelled by us.
 - Termination by either party shall have the following effects:
 - your right to use the Services immediately ceases;
 - we are under no obligation to forward any unread or unsent messages to you or any third party.

- There shall be no re-imbursement or credit if the Service is terminated due to your breach of the terms of this agreement.
- We retain the right, at our sole discretion, to terminate any and all parts of the Services provided to you, without refunding to you any fees paid if we decide in our absolute discretion that you have failed to comply with any of the terms of this agreement.
- **Storage of data**
 - We assume no responsibility for the deletion or failure to store or deliver email or other messages.
 - We may, from time to time, set a limit on the number of messages you may send, store, or receive through the Service. We may delete messages in excess of that limit. We shall give you notice of any change to your limit, except in an emergency.
 - You accept that we cannot be liable to you for any such deletion or failure to deliver to you.
- **Intellectual property rights**
 - Unless otherwise indicated, we own or licence all rights, title and interest (including intellectual property) in the Content on the Site and delivered via our Services. Your use of the Site and our Services to participate in the Membership we offer and your use of or access to any Content does not grant or transfer to you any rights, title or interest in relation to our Site or the Content.
 - You must not, without our prior written consent or the consent of the owner of the Content (where we do not own the Content) as applicable:
 - copy or use, in whole or in part, any Content;
 - reproduce, retransmit, distribute, disseminate, sell, publish, broadcast or circulate any Content to any third party; or
 - breach any intellectual property rights connected with our Site, including (without limitation) by:
 - (a) altering or modifying any of the Content;
 - (b) causing any of the Content to be framed or embedded in another website or platform; or
 - (c) creating derivative works from the Content.
- **Interruption to Services**
 - If it is necessary for us to interrupt the Services, we will give you reasonable notice where this is possible and when we think the down time is such as to justify telling you.
 - You acknowledge that the Services may also be interrupted for many reasons beyond our control.
 - You agree that we are not liable to you for any loss, foreseeable or not, arising from any interruption to the Services.
- **Limitation of liability**
 - Our total liability to you, for any one event or series of related events, and whether in contract, tort, negligence, breach of statutory duty or otherwise, shall be limited to the amount of your monthly Membership fee.
 - Neither party shall be liable to the other in any possible way, for any loss or expense which is:

- indirect or consequential loss; or
- economic loss or other loss of turnover, profits, business or goodwill.
- This paragraph (and any other paragraph which excludes or restricts our liability) applies to our directors, officers, employees, subcontractors, agents and affiliated companies as well as to us.

- **Indemnity**

You agree to indemnify us against any loss, damage or liability, suffered by us at any time and arising out of:

- any act, neglect or default of yours in connection with this agreement or your use of the Services;
- your breach of this agreement;
- your failure to comply with any law;
- a contractual claim arising from your use of the Services.

- **Miscellaneous matters**

- If any term or provision of this agreement is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.
- The rights and obligations of the parties set out in this agreement shall pass to any permitted successor in title.
- If you are in breach of any term of this agreement, we may:
 - publish all text and Content relating to the claimed breach, including your name and email address and all correspondence between us and our respective advisers; and you now irrevocably give your consent to such publication;
 - terminate your account and refuse access to our Site;
 - remove or edit Content, or cancel any order at our discretion;
 - issue a claim in any court.
- Any obligation in this agreement intended to continue to have effect after termination or completion shall so continue.
- No failure or delay by any party to exercise any right, power or remedy will operate as a waiver of it nor indicate any intention to reduce that or any other right in the future.
- Any communication to be served on either of the parties by the other shall be delivered by hand or sent by express post or recorded delivery or by e-mail.
 - It shall be deemed to have been delivered:
 - if delivered by hand: on the day of delivery;
 - if sent by post to the correct address: within 72 hours of posting;
 - If sent by e-mail to the address from which the receiving party has last sent e-mail: within 24 hours if the sender has received no notice of non-receipt.
- In the event of a dispute between the parties to this agreement, then they undertake to attempt to settle the dispute by engaging in good faith with the other in a process of mediation before commencing arbitration or litigation.
- So far as the law permits, and unless otherwise stated, this agreement does not give any right to any third party.
- Neither party shall be liable for any failure or delay in performance of this agreement that is caused by circumstances beyond its reasonable control.

- Governing Law set out in the Definitions shall govern the validity, construction and performance of this agreement and you agree that any dispute arising from it shall be litigated in accordance with the Governing Law.

Online Terms of Purchase for Digital Products

This online platform (Platform) is operated by Emerald HQ trading as Emerald HQ [ABN 73 329 117 538] (we, our or us). It is available at www.emeraldhq.com.au (Website) and at any other third party application we choose to use now or in the future (Platform).

Acceptance

By accessing and/or using our Platform, each user of our Platform (you or your) you promise that you:

- have reviewed these terms and conditions, including our Privacy Policy (available on the Platform) (Terms);
- have the consent of your parent or legal guardian (if you are under 18 years of age) to use the Platform;
- have the legal capacity to enter into a legally binding agreement with us; and
- agree to use the Platform in accordance with these Terms.

Registration

You can browse and view the Platform as an unregistered user, however you may be required to register on the Platform and create an account (Account) to access some features, such as the purchase of goods, services and any other products (Goods).

When do these terms apply?

These Terms apply when you purchase one of our digital products (Content) available for purchase on our Site. You must read and agree to the Terms before you proceed with the purchase of any Content.

Our Contract

When you place an order via our website (Order), you will receive an acknowledgement e-mail confirming receipt of your Order (Acknowledgment). The Acknowledgment is not our acceptance of your Order.

A contract will not be formed between us until we send you confirmation the Content has been dispatched to you by email or other form of digital download (Contract). In the case of audio, text, video or online course content hosted on our Site, we grant you a licence (which is limited, revocable, non-exclusive and non-transferable) to listen to, download, watch or stream such content for your personal, non-commercial use, subject to the terms and conditions of any applicable third party platform used to host our Site.

If you make more than one Order a new contract will be created each time you place an

Order.

You agree that you will not copy, reproduce, distribute or use the Content other than as set out in these Terms and that you must not sell, transfer, lease, modify, distribute or publicly perform the Content provided to you by us.

If you breach these Terms we reserve the right to terminate your license to use any Content. Only those products or services listed in the confirmation e-mail sent at the time of dispatch will be included in the contract formed. Any additional order for one on one services or other Content we offer will be subject to another contract.

Privacy and availability

We use our best efforts to try and ensure that all details, descriptions and prices that appear on this Website are accurate, however errors may occur. If we discover an error in the price of any Goods advertised, we will correct the error within a reasonable time.

Delivery costs will be charged in addition to the purchase of Goods at our discretion and depending on your location; such additional charges are clearly displayed where applicable and included in the "Total Cost" at checkout.

Payments

Any payments will be made through our third party payment processor or by any other payment method set out on the Platform. To the extent permitted by law, our service fee is non-cancellable and non-refundable. We reserve the right to set out a number of payment methods on the Platform. Where a Third Party Payment Processor is used, that Payment will be subject to additional terms and conditions (Third Party Terms). Please review any relevant Third Party Terms before using your selected payment method.

We will advise, at the time of the purchase of the currency in which you are required to pay for the Goods in. If you are charged in Australian dollars, Goods and Services Tax (GST) may be added to the price at our discretion.

Delivery of Content to you

The Content will be provided to you by email or other form of digital download, including but not limited to streaming them from a third party platform or downloadable documents or files. You acknowledge and agree that any use of a third party platform means you will be subject to the terms and conditions of that platform as well as these online purchase terms and conditions.

Receipt of Goods

You must inspect the Content immediately upon download or receipt and let us know if there is an issue with download. We reserve the right to remove active links for download of content after 24 hours of purchase.

If you fail to give such notice, the Goods must be deemed to be in all respects in accordance with the specified requirements.

No claim must be recognised unless made in writing and received by us within 24 hours after receipt of the Goods by you.

This paragraph does not apply if the Goods are subject to consumer guarantees imposed under the Australian Consumer Law — where consumer guarantees apply.

Refund and Cancellation Policy

Please choose carefully. Because of the nature of digital products and their immediate availability to you, we do not give refunds if you change your mind or make the wrong decision. Any refund will be at our absolute discretion.

Collection of information

We collect personal information about you in order to enable you to access and use the Platform, to contact and communicate with you, to respond to your enquiries and for other purposes set out in our Privacy Policy.

Intellectual Property rights

Unless otherwise indicated, we own or licence all rights, title and interest (including intellectual property rights) in our Platform, Site and all of the Content. Your use of our Platform and your use of and access to any Content on the Site does not grant or transfer to you any rights, title or interest in relation to our Platform or the Content.

You must not, without our prior written consent or the consent of the owner of the Content (as applicable):

- copy or use, in whole or in part, any Content;
- reproduce, retransmit, distribute, disseminate, sell, publish, broadcast or circulate any Content to any third party; or
- breach any intellectual property rights connected with our Platform, including (without limitation) by:
 - altering or modifying any of the Content;

- causing any of the Content to be framed or embedded in another website; or
- creating derivative works from the Content.

User Content

You may be permitted to post, upload, publish, submit or transmit relevant information and content, including Reviews (User Content) on our Platform. By making available any User Content on or through our Platform, you grant to us a worldwide, irrevocable, perpetual, non-exclusive, transferable, royalty-free licence to use the User Content, with the right to use, view, copy, adapt, modify, distribute, license, sell, transfer, communicate, publicly display, publicly perform, transmit, stream, broadcast, access, or otherwise exploit such User Content on, through, or by means of our Platform.

You agree that you are solely responsible for all User Content that you make available on or through our Platform. You represent and warrant that:

We do not endorse or approve and are not responsible for any User Content. We may, at any time at our sole discretion, remove any User Content.

Discontinuance

We may, at any time and without notice to you, discontinue our Platform or any of the Content, in whole or in part. We may also exclude any person from using our Platform, at any time at our sole discretion. We are not responsible for any Liability you may suffer arising from or in connection with any such discontinuance or exclusion.

Consumer Guarantees

- Certain legislation including the Australian Consumer Law (ACL) in the Competition and Consumer Act 2010 (Cth), and similar consumer protection laws and regulations may confer you with rights, warranties, guarantees and remedies relating to our provision of our services which cannot be excluded, restricted or modified (Statutory Rights).
- Nothing in these Terms excludes your Statutory Rights as a consumer under the ACL.

Limitation on Claims

- We have no liability to the extent that our performance of the contract is prevented by force majeure. For these purposes, "force majeure" means any occurrence or omission as a direct or indirect result of which we are prevented from or delayed in performing any of our obligations, is beyond our reasonable control and which could not have been prevented or mitigated by reasonable diligence or precautionary measures, including forces of nature, natural disasters, acts of terrorism, riots, revolution, civil commotion, epidemic, industrial action and action or inaction by a government agency.
- We have no liability to the extent that a failure of the Goods is attributable to any act or omission on your part, including but not limited to where you do not follow appropriate download instructions for the Goods.
- Our liability for failure to comply with a consumer guarantee is limited to:
 - in the case of Goods supplied by us, the replacement of the Goods or the supply of equivalent Goods (or the payment of the cost of the replacement or supply); and
 - in the case of services supplied by us, the supply of the services again or the payment of the cost to the Customer of having the services supplied again.
 - Subject to the prior, no attempt is made to exclude or limit liability arising under the Australian Consumer Law to the extent that there is a statutory restriction on such exclusion or limitation.
- In all other respects, our total liability for loss or damage of every kind, whether:
 - arising pursuant to the terms of service; or
 - arising in any other way out of or in relation to the supply of the goods, their sale, delivery or the way they behave, and whether in tort or contract or in any other cause of action, is limited to an amount equivalent to the sum paid by you to us for the goods.

- Except as otherwise stipulated in these terms, we do not accept liability to you in respect of any indirect or direct loss or damage which may be suffered or incurred by you in respect of goods or services supplied pursuant to these terms.
- Where you have asked us to recommend a product or digital Content for your use, we make such recommendations on the information provided to us by you and will not be liable if the products purchased fail to meet your requirements, particularly where we have not been made aware of the full circumstances of the intended use or your specific situation.
- This clause will survive the termination or expiry of these Terms.

Warranty disclaimer

To the extent permitted by law, any condition or warranty that would otherwise be implied into these terms and conditions is excluded.

Indemnity

You agree to at all times indemnify us, and keep us indemnified from and against any loss (including legal costs on a full indemnity basis) or liability incurred or suffered by you or by us arising from any claim, demand, suit or action or proceed by any persona against you or us where you such loss or liability arose out of or in connection with your conduct or breach of these terms of use or use of this Website or Platform or any information you provide via this Website or any damage caused to this Website.

Waiver

Any waiver of any provision of the terms of service will be effective only if in writing and signed by us. Without limiting the foregoing, if you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

Disclaimer

We have made a reasonable commercial effort to accurately represent the Content we offer and the likely outcome of using the Content, there is no guarantee that you will achieve the results that you may have expectations of. In this regard, your level of success in using any of the Content offered by us depends on external factors and we are not liable for failure to attain expected results or for any other reason. You acknowledge and agree that you will proceed on this basis.

Further, you warrant that you have not relied on any testimonials published by us as a reliance to purchase the Content and undertake that you will use the Content on that basis and hold us harmless if you do not achieve the results you desire.

General

Entire agreement: The above terms set out in this online purchase terms and conditions constitute the entire agreement of the parties and supersede any and all preceding and contemporaneous agreements between you and us.

Variation: We may modify these Terms from time to time by posting the amended Terms on the Platform. By continuing to use the Platform after any such modification, you agree to the amended terms. If you do not agree to the modifications, you must terminate your Account and stop using the Platform.

Severance: The provisions of these Terms are severable and if any provision of these Terms is held to be void, invalid, illegal or unenforceable, that provision is severed from these Terms without affecting the validity or enforceability of the remainder of that provision or the other provisions in these Terms.

- you are either the sole and exclusive owner of all User Content or you have all rights, licences, consents and releases that are necessary to grant to us the rights in such User Content as contemplated by these Terms; and
- neither the User Content nor the posting, uploading, publication, submission or transmission of the User Content or our use of the User Content on, through or by means of our Platform will infringe, misappropriate or violate a third party's intellectual

property rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

Jurisdiction: These Terms, and your Order, are governed by the laws of WA. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts operating in WA and any courts entitled to hear appeals from those courts and waive any right to object to proceedings being brought in those courts.

Entire Agreement: These terms constitute the entire agreement between you and us.
For any questions and notices, please contact us at:
Emerald HQ T/A Emerald HQ [ABN 73 329 117 538]
Email: hello@emeraldhq.com.au
Last update: 9 June 2023