

# Digital Product Refund & Cancellation Policy

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*Jody Enget Counseling & Consulting, PLLC*

**Effective Date: September 15, 2026**

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Jody Enget Counseling & Consulting, PLLC ("JEC&C," "we," "us," or "our") offers downloadable educational materials, professional resources, and certain live virtual training services. Because digital products are delivered electronically and cannot be physically returned, purchases are generally considered final once access to the product has been provided.

Please review product descriptions, file formats, license terms, and intended use carefully before completing your purchase.

## **License Reminder**

One purchase licenses the product to one purchasing individual or one purchasing organization for its own internal use. A refund request does not create any right to continue using, copying, sharing, or distributing a product if the associated license is terminated.

## **1. Digital Downloads**

Digital products may include PDF manuals, worksheets, PowerPoint presentations, curricula, training materials, and other downloadable professional resources.

## **2. Digital Product Sales Are Generally Final**

Once a digital product has been purchased and made available for download, the sale is generally considered final. We do not generally offer refunds for:

- Change of mind.
- Accidental purchase after the product has been accessed or downloaded.
- Deciding the material is no longer needed.
- Purchasing the wrong product and downloading it.
- Failure to read the product description before purchase.
- Dissatisfaction with the content when the product was delivered as described.
- Lack of compatible software or equipment.
- Failure to use or implement the purchased material.
- Differences in individual or organizational outcomes.
- A licensing board, employer, credentialing organization, or other third party declining to accept or recognize the material.

Purchasing a digital resource does not guarantee any particular professional, clinical, educational, organizational, or financial result.

### **3. Before Downloading Your Purchase**

If you believe you purchased the wrong digital product, please contact us before downloading or accessing the file. When reasonably possible, we may be able to help correct an order before the digital product has been accessed.

Once the file has been downloaded or accessed, the purchase will generally be considered final.

### **4. Technical Problems**

If you are unable to access or open a purchased digital product because of a technical problem with the file or delivery system, please contact us.

We will make reasonable efforts to re-send the download link, provide a replacement copy of the same file, help identify a delivery problem, or replace a corrupted or defective file.

A technical problem does not automatically qualify for a refund if the purchased product can be successfully delivered in another reasonable manner. If we are unable to provide the purchased digital product because of an error on our part, we may issue a refund or other appropriate resolution.

### **5. Duplicate Purchases or Charges**

If you are accidentally charged twice for the same product or unintentionally purchase the same digital product more than once, please contact us promptly. After verifying the duplicate transaction, we may refund the duplicate charge.

### **6. Digital Product Compatibility**

Product pages will identify the general file type, such as PDF or PowerPoint, when applicable. It is the purchaser's responsibility to ensure that they have appropriate software, hardware, internet access, and other technology necessary to use the product.

Refunds will generally not be issued solely because a purchaser does not have compatible software or equipment. If you are unsure about a product format before purchasing, please contact us first.

### **7. Product Descriptions**

We make reasonable efforts to clearly describe each product, including its format, intended use, content, price, and delivery method. Please review the full product description before purchasing.

If a digital product is materially different from the description provided at the time of purchase, contact us so we can review the issue and determine an appropriate resolution.

### **8. Live Zoom Training**

The Mental Health Orientation Training for EAS Programs - Live Zoom Training is a scheduled professional service and is not treated the same way as an immediately downloadable digital product. After purchase, JEC&C will contact the purchaser to arrange a training date.

## **9. Cancellation by the Purchaser - Live Zoom Training**

Seven (7) or more calendar days before the scheduled training: the purchaser may request a refund or reschedule.

Less than seven (7) calendar days before the scheduled training: payment is non-refundable, but one reschedule may be permitted when reasonable.

Failure to attend without notice: payment is non-refundable.

## **10. Rescheduling Live Training**

Requests to reschedule should be made as soon as possible. Rescheduling is subject to availability and is not guaranteed for a specific requested date.

Repeated rescheduling may require a new purchase or additional fee if substantial scheduling time has been lost.

## **11. Cancellation by JEC&C**

If JEC&C must cancel a paid live training session and cannot reasonably arrange a mutually acceptable replacement date, the purchaser will be offered a refund of the amount paid for that training.

JEC&C is not responsible for incidental expenses or other costs incurred by the purchaser beyond the amount paid directly to JEC&C for the cancelled service.

## **12. Professional Zoom “Lunch & Learns”**

If Professional Zoom “Lunch & Learn” sessions are purchased through the website, registration may be transferred to another available session if requested in advance.

Cancellations made at least 48 hours before the scheduled session may be credited toward a future Lunch & Learn. Cancellations made less than 48 hours before the session and no-shows are non-refundable.

If JEC&C cancels a session, participants may choose a replacement session or receive a refund.

## **13. Continuing Education Documentation**

Where Continuing Education Unit documentation or participation documentation is offered, availability of such documentation does not guarantee acceptance by a particular licensing board, credentialing organization, employer, or professional association.

Refunds will not be issued solely because a third party declines to accept the documentation. Participants are responsible for confirming their own professional requirements before purchasing.

## **14. Product Licensing and Refunds**

All purchased materials remain subject to the applicable Terms & Conditions, copyright protections, and Product License & Usage Terms.

One purchase licenses the product to one purchasing individual or one purchasing organization for its own internal use. A refund request, cancellation, or payment dispute does not authorize continued use, redistribution, resale, public posting, or commercial redistribution of the product.

If a refund is issued and the associated license is terminated, the purchaser must discontinue use and delete digital copies as reasonably requested.

## **15. Unauthorized Payment Disputes**

If you believe a payment was made fraudulently or without your authorization, please contact both your payment provider and JEC&C promptly.

Please contact us before initiating a payment dispute when the issue involves product delivery, duplicate billing, or another matter we may be able to resolve directly.

## **16. Exceptions Required by Law**

Nothing in this policy is intended to limit any consumer right or remedy that cannot legally be waived under applicable law. Where applicable law requires a refund, cancellation right, or other remedy, JEC&C will comply with those requirements.

## **17. Governing Law and Jurisdiction**

This Digital Product Refund & Cancellation Policy and any dispute arising out of or relating to it will be governed by and interpreted according to the laws of the State of North Dakota, without regard to conflict-of-law principles, except where applicable law requires otherwise.

To the extent permitted by law, any legal action or proceeding arising from or relating to this policy will be brought in an appropriate state or federal court located in North Dakota, and the purchaser consents to the jurisdiction of those courts.

Nothing in this section is intended to prevent the application of consumer-protection or other laws that cannot legally be waived or overridden by agreement.

## **18. How to Request Assistance**

For questions about a purchase, download, duplicate charge, technical issue, cancellation, or refund request, contact Jody Enget Counseling & Consulting, PLLC at [Jody@JECandC.com](mailto:Jody@JECandC.com).

Please include your name, the email address used for the purchase, order number if available, the product or service purchased, and a brief explanation of the issue.