

## **I & P Ventures LLC WEBSITE E-COMMERCE POLICY**

Protecting your private information is our priority. This Statement of Privacy applies to [www.mentalli.org](http://www.mentalli.org) and I & P Ventures LLC DBA Mentalli and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to I & P Ventures LLC DBA Mentalli include [www.mentalli.org](http://www.mentalli.org). By using the [www.mentalli.org](http://www.mentalli.org) website, you consent to the data practices described in this statement.

### **COLLECTION OF PERSONAL DATA**

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the Site. These may include: (a) registering for an account on our Site; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services on our Site. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

### **USE OF YOUR INFORMATION**

[www.mentalli.org](http://www.mentalli.org) collects and uses your personal information to operate its website(s) and deliver the services you have requested. [www.mentalli.org](http://www.mentalli.org) may also use your personally identifiable information to inform you of other products or services available from [www.mentalli.org](http://www.mentalli.org) and its affiliates.

### **SHARING YOUR INFORMATION WITH A THIRD PARTY**

[www.mentalli.org](http://www.mentalli.org) does not sell, rent, or lease its customer lists to third parties. [www.mentalli.org](http://www.mentalli.org) may send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to [www.mentalli.org](http://www.mentalli.org), and they are required to maintain the confidentiality of your information.

www.mentalli.org may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on www.mentalli.org or the site; (b) protect and defend the rights or property of www.mentalli.org; and/or (c) act under exigent circumstances to protect the personal safety of users of www.mentalli.org or the public.

## **TRACKING USING BEHAVIOR**

www.mentalli.org may keep track of the websites and pages our users visit within www.mentalli.org, in order to determine what www.mentalli.org services are the most popular. This data is used to deliver customized content and advertising within www.mentalli.org to customers whose behavior indicates that they are interested in a particular subject area.

Information about your computer hardware and software may be automatically collected bywww.mentalli.org. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the www.mentalli.org website.

## **USE OF COOKIES**

The www.mentalli.org website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize www.mentalli.org pages, or register with [www.mentalli.org](http://www.mentalli.org) site or services, a cookie helps [www.mentalli.org](http://www.mentalli.org) to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same www.mentalli.org website, the information you previously provided can be retrieved, so you can easily use the www.mentalli.org features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the [www.mentalli.org](http://www.mentalli.org) services or websites you visit.

### **CHILDREN UNDER 13**

[www.mentalli.org](http://www.mentalli.org) does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

### **EMAIL COMMUNICATIONS**

From time to time, [www.mentalli.org](http://www.mentalli.org) may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open an email from [www.mentalli.org](http://www.mentalli.org) or click on a link therein.

If you would like to stop receiving marketing or promotional communications via email from [www.mentalli.org](http://www.mentalli.org), you may opt out of such communications by [contactus@mentalli.org](mailto:contactus@mentalli.org). We may store your data on servers provided by third party hosting vendors with whom we have contracted.

### **PRODUCT/SERVICE DESCRIPTIONS**

All photography, graphic design, language and descriptions created to promote and display our products or services are created with the intention of being of the most accurate precision as possible. However, inventory, descriptions or service/product descriptions may not always be 100% accurate. If you discover any errors, please contact us at [contactus@mentalli.org](mailto:contactus@mentalli.org).

### **CHANGES TO THIS POLICY**

[www.mentalli.org](http://www.mentalli.org) reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our site, and/or by updating any privacy information on this page. Your

continued use of the Site and/or Services available through this Site after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

## **REFUSAL OF SERVICE**

www.mentalli.org and I & P Ventures LLC DBA Mentalli reserve the right to refuse service without any obvious cause or explanation to the potential customer/client. No purchase is deemed accepted until a confirmation of shipping or a confirmation of services have officially been received by the client. However, we also reserve the right to cancel any order or change our service policy without notice.

## **REFUND POLICY:**

### **No Refund Policy for Digital Downloads & e-learning Platform/Courses (Mentalli University & Mentalli Academy)**

Effective Date: August 11, 2023

Thank you for shopping at Mentalli. We are committed to providing high-quality digital products and e-learning to enhance your experience. However, please note that all sales of digital downloads, e-courses, and subscriptions to our e-learning platform are final, and we do not offer refunds for such purchases. Before making a purchase, we strongly recommend that you review the product details and ensure compatibility with your consumer needs, device, or software.

#### **Scope of No Refund Policy:**

This policy applies solely to digital products available for purchase on our website. Digital products include but are not limited to:

- eBooks and eGuides
- E-courses and subscriptions to e-learning platforms/products including e-courses, support groups, etc.
- Other downloadable digital content

#### **Reasons for No Refund Policy:**

Due to the nature of e-courses, subscriptions, and digital products, we are unable to accept returns or process refunds once a purchase has been completed. There are several reasons for this policy, including:

**Instant Access:** Digital products and e-courses are often made available for download immediately after purchase, preventing us from recalling or reversing access.

**Intellectual Property Protection:** To protect our intellectual property rights, we must maintain a strict policy on e-course and digital product refunds.

## **Quality Assurance:**

### *Digital Downloads*

We strive to provide accurate and comprehensive product descriptions, including details about the e-courses and digital product's features, functionality, and compatibility. If you encounter any issues with a downloaded product, such as corruption or technical difficulties, please contact our customer support team at [contactus@mentalli.org](mailto:contactus@mentalli.org) within 7 days of purchase for further assistance. We will make reasonable efforts to assist you in resolving these issues.

### *E-Learning Subscriptions and Online Courses*

If you encounter any issues with an e-course or our e-learning platform, including technical difficulties, please contact our customer support team at [contactus@mentalli.org](mailto:contactus@mentalli.org) as SOON AS POSSIBLE.

### Contact Us:

If you have any questions or concerns about our no refund policy for e-courses (including online learning, support groups, subscriptions to e-learning platform) and digital downloads, please do not hesitate to contact our customer support team at [contactus@mentalli.org](mailto:contactus@mentalli.org).

By making a purchase of an online learning or digital product on our website, you acknowledge and agree to abide by this no refund policy.

## **HOW TO CONTACT OUR OFFICE**

We strive to provide the best service and products to the visitors of our website. Although our website is live 24 hours a day, our team members are not always available around the clock. Note that our business can be contacted by email at [contactus@mentalli.org](mailto:contactus@mentalli.org). Please allow us 48 hours to respond to your email.

### Contact Information

[www.mentalli.org](http://www.mentalli.org) welcomes your questions or comments regarding this Statement of Privacy. If you believe that [www.mentalli.org](http://www.mentalli.org) has not adhered to this Statement, please contact [www.mentalli.org](http://www.mentalli.org) at: [contactus@mentalli.org](mailto:contactus@mentalli.org). Our general contact information is also listed below:

P.O. Box 1268, Port Arthur, TX 77641

(832).409.1270

[contactus@mentalli.org](mailto:contactus@mentalli.org)

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