connected MARKETING

Website Terms & Conditions

Introduction

Hello!

This website, connectedmarketing.com.au, is owned and operated by Natasha Berta, ABN 50324648730.

If you have any questions or need further information, please contact:

Natasha Berta

natashaberta@me.com

This document sets out the Terms and Conditions you need to be aware of when using this website and purchasing my services and products.

Please take a moment to read them, as they set out your important rights and obligations, and I care about making sure we both know where we stand. When you visit this website, use my services or purchase my products you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't accept this agreement, you should not continue to visit this website or purchase from me.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

General Disclaimer

On this website you will find blog posts and articles. This information is provided solely for the purpose education and personal development as an online businesswoman and female entrepreneur.

MY RIGHTS & RESPONSIBILITIES

I take lots of care to provide valuable information but I cannot be responsible for the use that you make of that information.

Please be aware that the generalised information I provide on marketing and business growth is never a substitute for specialist advice tailored to your individual and unique business circumstances.

There is no professional relationship formed between us unless you explicitly choose to work with me by purchasing my services or products.

Any testimonials and promised results I may display on this website are based on my experience and those of my previous clients. They are not guarantees that anyone else will achieve the same results.

I may modify this information provided on this website at any time, including altering or deleting it without notice.

VISITOR RESPONSIBILITIES

It is your responsibility to make independent enquiries before deciding that any information provided on this website applies to your circumstances.

I recommend that you seek financial, legal or other professional advice before acting on the information I provide, to ensure your own business and personal success.

DOWNLOADS

There are some pdfs and spreadsheets available for download on this website. While all care has been taken to maintain this website, updated and free of bugs and viruses, I am not responsible for viruses or any other damage which might occur as a result of downloading material from this site.

EXTERNAL LINKS

There are links to other websites on this website. I do try to only share links to websites that I 100% believe in, however if you go to one of the external links displayed here, I am not responsible for the content of any external sites that may be linked.

THIRD PARTY ADVERTISEMENTS

There are some links to other businesses on this website. Some are affiliate links and some are links to other online tools that I believe in. However, I am not responsible for the content of any other businesses that are displayed and I have no part in or responsibility for any transaction entered into between the you and the advertiser.

Specific Disclaimer

This disclaimer relates to the Online Course: Instagram with Integrity.

This course consists of:

(i) 8 Live Calls with me on LiveWebinar - August 11 to September 10; 4 x 1-hour calls + 4 x 30-minute calls.

(ii) Access to the resource document

(iii) Access to recordings of live calls

(iv) Access to Natasha's mobile number for texting if there is a tech issue while trying to connect to LiveWebinar. Please refrain from texting at other times and instead, use email for communication

(v) Ability to email questions to me to be answered in group calls - will be recorded.

I provide accountability, inspiration, business growth tips/support and marketing tips/support.

My intention in offering this course is to help business women find a new way to show up on Instagram for their business based on my own experience and that of my clients in regards to online marketing.

MY RESPONSIBILITY

I have a Bachelor of Commerce with majors in marketing. I have been supporting women in online business since October 2015. My responsibility is to show up on live calls in an energetically wholesome state where I can support business women to create content in a loving way with a view to grow their business, deliver their marketing and reach a larger audience. This is based on my own business strategies and the strategies I use with my 1-1 clients. I also take responsibility to stay as up to date as possible with the marketing tools I am teaching, to be kind and to look after my physical needs so that I can deliver a high quality service.

YOUR RESPONSIBILITY

Please ensure you are seated comfortably during our calls and that you have plenty of water and fresh air before and during calls. Your wellbeing is your responsibility and your business can not grow if you are not looking after your self.

PROBLEMS

This program is intended as a support service to growing your business. Your business situation will not change if you keep taking the same actions you were in the past. Your actions need to change for your results to change.

I know from experience that these changes can happen in a sustainable way, gradually, over time and with loving support. All you need to do is have clarity about what you want to achieve and some insights from your actions in the past. If you show up and take consistent action, your business will grow and change. Come to calls. Ask questions. Decide on action steps and take those actions. Report back to us and then go again.

My main concerns with the course are that sometimes in a change process I see these patterns:

Abdicating responsibility

Not showing up

Old patterns that are challenging to shift

Ingrained resistance

These patterns worry me because I really want to see you succeed but these patterns are outside my control. You need to commit to the choice for change. I cannot make it happen for you.

SUITABILITY

This program is best suited to a smart woman who can get things done. You are great at what you do and have some ideas about marketing & content but you get lost in the noise and "should do's" of the online marketing industry. You can get things done once you have clarity and purpose.

This course is not for you if you want me to fix all of your problems without taking responsibility and if you can't respect my personal boundaries around work hours and contact methods.
My preferred contact method is email. You will also get to speak with me on live calls. My work hours are 10am to 3pm, Monday to Friday, Sydney timezone.

Intellectual Property

There is no part of this website that is copyright or trademarked. The business name Connected Marketing AU is a registered business name with the Australian Government Business Registration Service (BRS).

While none of the content and services are copyright or trademarked I wonder why you would want to use my content as your own? If you choose to do so, you may like to link back to this site, or perhaps we can have a chat and collaborate on a course or masterclass together.

I hope that you find joy and delight in your unique talents and gifts and choose to share them with the world.

Payment Terms

FORMS OF PAYMENT

I gladly accept PayPal & credit card payment however my preferred method is direct bank transfer.

PAYMENT PLANS

I am happy to discuss payment plans if you require that. Some offers, like the Group Program are monthly payments and most courses are intended to be affordable so perhaps no payment plan is required. But please do get in touch with me if you require a payment plan.

SECURITY POLICY

I accept online payments. I use Stripe and PayPal. This website has an SSL certificate which encrypts (scrambles and codes) your details for security protection. I use the third-party providers Stripe and PayPal. I do not keep a record of your credit card details.

Delivery

LiveWebinar for course calls and group program calls

I use a software called LiveWebinar for group mentoring calls and course calls. This is a lot like Zoom except that you don't need to download anything ahead of time. You will simply click a link in a Facebook group, email or message and be directed to the LiveWebinar meeting room.

LiveWebinar is similar to Zoom but a little different. I acknowledge that it may feel clunky at first. Remember when you weren't familiar with Zoom? And how challenging that could be at times?

I expect you may have similar feelings when learning and using LiveWebinar at first.

If we cannot connect using LiveWebinar I may be able to find a Zoom workaround for you.

Returns Policy

Online Course

ORDER FULFILMENT POLICY

My courses do not have a maximum number of participants. I anticipate you will be able to purchase one if you desire. If I am unavailable to deliver live calls associated with a particular course due to sudden, unforeseen illness, accident or family responsibilities I will refund you in full.

CHANGE OF MIND

I do not offer a refund for change of mind so I encourage clients to choose carefully. I am willing to meet with the you to discuss your concerns and negotiate a win/win solution. A meeting can be arranged via my scheduling tool, and would take place via Zoom. We will you meet for a maximum of 30 minutes. This is available for up to 7 days after purchase.

Consumer Guarantees

MINOR PROBLEM

A minor problem with my product or service is one that can be easily fixed. I would love to fulfil my obligation to repair the product or fix the situation free of charge within a reasonable time. You can simply contact me at natashaberta@me.com with details of the fault and I will do everything in my power to remedy the issue.

Minor problems may include and are not limited to:

A PDF that refuses to open

A link that expires while your internet is down

A course platform you can't access

A link to a video that doesn't work

A password protected website page you can't access

The internet cutting out half- way through a call

I am ill and unable to attend a scheduled meeting

You are ill and unable to attend a scheduled meeting

Note, if an illness continues for a considerable time, this could become a major problem.

Please simply contact me immediately if you feel there are minor problems with my products and services so I can set things right as soon as possible. Some things I can do include replacement and refund. I am also happy to chat with you to find a win win situation for us both. This would be a 30 minute (maximum) Zoom meeting up to 40 days after purchase.

MAJOR PROBLEM

A major problem is one that would have prevented you from purchasing if you had known about it in advance, where a product or service is unfit for its stated purpose and cannot easily be fixed within a reasonable time, is significantly different from the sample or description, is unsafe or creates an unsafe situation or where you have told me you want to achieve a certain result and the product or service fails to achieve that result or cannot achieve it within a reasonable time.

When a service has a major problem, you are entitled to choose what happens next. You can choose to:

- cancel the contract and demand a refund;

- seek compensation for the difference between the price paid and the services actually provided.

Refunds will exactly match the amount paid and be provided in the same form (eg via Paypal, direct deposit, cash etc).

If you find that you have a major problem with my product or service and demand a refund you can contact me via email with details of the problem.

I will take up to 7 days to consider your request. I will notify you of my preference for resolution.

If we do not agree we would attempt a face to face meeting. You can find a time for that meeting here: https://connectedmarketing.com.au/30-minute-freebie-chat/. That meeting would be a maximum or 30 minutes on Zoom where we could attempt to find a win-win arrangement to suit us both. If that is not achievable I would progress to find suitable mediation as per the Dispute Resolution information below.

If you cancel a contract for service by telling me, either verbally, in writing or by any other means you are entitled to a refund but you may not be entitled to a full refund. The amount you are entitled to depends on whether some or all of the services paid for were unsatisfactory or not provided.

Visitor Information

RESPECTFUL COMMUNICATION

You are allowed to submit comments on blogs on this website. You are also welcome to participate in group discussions in the private Facebook group. Please ensure you are kind and respectful in your communications on both of these online spaces. I reserve the right to delete unacceptable comments because they are rude, offensive or for any other reason.

Jurisdiction & Dispute Resolution

JURISDICTION

Connected Marketing AU is located in New South Wales. This agreement is subject to the governing law of New South Wales

NEGOTIATION

If you have any issue or complaint arising out of your use of this website or these terms and conditions, you and Connected Marketing AU agree to make a genuine effort to resolve the dispute through negotiation and discussion.

MEDIATION

If we are unable to resolve a dispute by negotiation and discussion within 14 days, the parties must proceed to mediation with the assistance of an accredited mediator who is independent of the parties. The mediator is to be appointed by agreement of the parties or, failing agreement within twenty-one (21) days of the first notification of the dispute, by a person appointed by the Chair of Resolution Institute, (ACN 008 651 232, Level 2, 13-15 Bridge Street, Sydney NSW 2000; telephone: 02 9251 3366, email: infoaus@resolution.institute) or the Chair's designated representative. The Resolution Institute Mediation Rules shall apply to the mediation. We agree to share the costs of mediation equally between us.

LITIGATION

It is a condition precedent to the right of either party to commence litigation other than for interlocutory relief that it has first offered to submit the dispute to mediation. Litigation is to be considered a last resort and may not be commenced until, in the opinion of the independent mediator, the potential for negotiation and mediation have been exhausted.