# Terms & Conditions – UnmaskingNarcissism.com

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## Article 1 – Definitions

- **Client:** The individual or legal entity entering into an agreement with UnmaskingNarcissism.com for participation in a program.
- **Participant:** The individual who participates in the program on behalf of the client.
- **Program:** An online program designed to provide knowledge, guidance, and practical tools.
- **Orientation Session:** A preliminary consultation of up to one hour, intended to determine whether a follow-up program is appropriate.
- **Terms:** These general terms and conditions.

## Article 2 – Applicability

1. These Terms apply to all agreements between the Client and UnmaskingNarcissism.com. Dutch law governs these agreements.
2. Any exceptions to these Terms must be requested in writing and are only valid if confirmed in writing by UnmaskingNarcissism.com.
3. Registration as described in Article 3, paragraph 1 constitutes acceptance of these Terms.

## Article 3 – Registration and Confirmation

1. Registration for a program is done via the online registration form on the website. By submitting the form, the participant agrees to these Terms.
2. After registration, the participant receives a confirmation email and invoice. The agreement is established once the confirmation email is sent.

## Article 3a – International Customers & Digital Delivery

Our programs and materials are fully digital and available for instant download worldwide. Payments are processed securely via a trusted payment provider (PayPro). By purchasing, you receive **lifetime access** to the materials, so you can work at your own pace and revisit the content whenever needed.

# Article 4 – Prices

1. Prices listed on www.unmaskingnarcissism.com apply at the time of registration. UnmaskingNarcissism.com reserves the right to correct typographical errors; no rights can be derived from incorrect pricing.
2. For special offers, the prices stated in the relevant mailing or offer apply.
3. Unless otherwise specified, materials are not included in the program fee.
4. All prices include VAT.
5. Prices may be adjusted in case of unforeseen circumstances or changes in VAT rates.

# Article 5 – Payment and Cancellation

1. Payments are made through a secure online payment environment (PayPro).
2. Participation is confirmed only after payment is received.
3. **Cancellation and statutory withdrawal period:**
    - For online purchases, participants have a 14-day statutory right of withdrawal, unless the program starts within this period and the participant has explicitly agreed to immediate delivery.
    - If the statutory withdrawal period does not apply, cancellation fees are as follows:
        - Up to 4 weeks before start: 25% of the total fee
        - 2–4 weeks before start: 50% of the total fee
        - Less than 2 weeks before start: 100% of the total fee
4. Early termination by the participant does not entitle to a refund, unless due to incorrect information or gross negligence by UnmaskingNarcissism.com.
5. Monthly subscriptions may be canceled with one week's notice before the next term.

# Article 5a – Orientation Sessions

1. After payment for an orientation session, the client has a 14-day withdrawal right, provided the session has not yet taken place. If the session is scheduled and executed at the client's request within this period, the withdrawal right expires upon execution.
2. After payment, UnmaskingNarcissism.com will contact the client by email to propose one or more dates. Failure to respond within a reasonable time or to exercise the withdrawal right within 14 days will result in forfeiture of any refund.
3. The session must take place within three months after payment. If this is not possible due to the client's actions (e.g., repeated rescheduling or no response), the refund right expires. Rescheduling beyond this period is only possible at UnmaskingNarcissism.com's discretion.

## Article 6 – Cancellation by UnmaskingNarcissism.com

1. UnmaskingNarcissism.com reserves the right to cancel a program. Paid amounts will be refunded within two weeks. When possible, an alternative may be offered, which the participant can accept or decline.
2. Participants may be excluded from online communities (such as Facebook groups) for inappropriate behavior (e.g., advertising or disrespect). No refund is issued in such cases.

## Article 7 – Liability

1. UnmaskingNarcissism.com is not liable for damages arising from participation, unless caused by intent or gross negligence.
2. Any liability is limited to the amount paid for the program.
3. Indirect or consequential damages are excluded.

## Article 8 – Intellectual Property

1. All materials, including emails, e-books, checklists, and audio, are copyrighted and intended solely for the participant.
2. Participants may **not** share, publicly display, reproduce, or commercially exploit any materials without written permission from UnmaskingNarcissism.com.

## Article 9 – Miscellaneous

1. Dutch law applies exclusively.
2. In case of disputes, parties will first attempt to resolve the matter amicably before submitting it to the competent court.