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To request a refund, please email michael@pennscaninetraining.com from the email address used to purchase the course. Please include the following information in your email to us:

- The email used to purchase the product
- Your full name (first name and last name)
- The item or course you are requesting a refund for
- Please share the reason for the refund so we can continue to improve our product offerings.

If you purchased the wrong course or would like to exchange one course for another, please email our team at michael@pennscaninetraining.com with the same information, and we will be happy to offer you an exchange.

Please read important details on the terms of our refund policy and conditions below.

Any and all digital products purchased from Penn's Canine Training LLC (pennscaninetraining.com) including video(s), course(s), and course bundle(s), are eligible for a full refund if a request for a refund is made within 14 days of purchase.

SHIPPING & DELIVERY TERMS AND CONDITIONS

We currently do not offer any item(s) that require physical shipping. All digital products will become immediately available to the customer after purchase and by logging into the course and selecting their individual library to access the course(s) they have purchased.

Please note: Our web hosting platform monitors and tracks the progress of all students within the course(s) they have purchased.

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5. forging any TCP/IP packet header or any part of the header information in any e-mail or newsgroup posting; and
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CONTENT THAT DOES THE FOLLOWING TYPES OF THINGS IS ILLEGAL AND/OR PROHIBITED ON THIS SITE:

- Is patently offensive to the online community, such as content that promotes racism, bigotry, hatred or physical harm of any kind against any group or individual;
- Is or could be harmful to minors, including material that exploits persons under the age of 18 in a sexual or violent manner, or solicits personal information from anyone under 18;
- Provides instructional information about illegal activities such as making or buying illegal weapons; violating someone's privacy; providing or creating computer viruses;
- Solicits passwords, personal identifying information for commercial or unlawful purposes from other users;
- Harasses or advocates harassment of another person;
- Displays pornographic material of any kind;
- Involves the transmission of "junk mail", "chain letters", or unsolicited mass mailing or "spamming";

- Promotes information that you know is false, misleading, or promotes illegal activities or conduct, or is abusive, threatening, obscene, defamatory or libelous;
- Is or promotes an illegal or unauthorized copy of another person's work, such as providing pirated computer programs or links to them, provides information to circumvent manufacturer-installed copy-protect devices, or provides pirated content or links to pirated content files;
- Contains restricted or password-only access pages, or hidden pages or images (those not linked to or from another accessible page); and
- Engages in commercial activities and/or sales relating to Penn's without Penn's prior written consent, such as contests, sweepstakes, barter, advertising, and pyramid schemes.
- Upload, post, email, transmit or otherwise make available any Content that is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
- Impersonate any person or entity, including, but not limited to, a Penn's official or representative, or falsely state or otherwise misrepresent your affiliation with a person or entity;
- Forge headers or otherwise manipulate identifiers in order to disguise the origin of any Content transmitted through the Service;
- Upload, post, email, transmit or otherwise make available any Content that you do not have a right to make available under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements);
- Upload, post, email, transmit or otherwise make available any Content that infringes any patent, trademark, trade secret, copyright or other intellectual or proprietary rights ("Rights") of any party;
- Upload, post, email, transmit or otherwise make available any unsolicited or unauthorized advertising or promotional materials, except in those areas (such as shopping) that are designated for such purpose; in no event, however, is junk mail, spam, chain letters, pyramid or Ponzi schemes, or the like allowed;
- Upload, post, email, transmit or otherwise make available any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment;
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- Collect or store personal data about other users in connection with the prohibited conduct and activities set forth above.

COURSE ACCESS

You will have access to any purchased course for 12 months. If you become a member, you will retain access to all purchased lessons and courses included in your membership for as long as you maintain your membership. Our courses should take less than 12 months to complete, and we encourage you to train with your dogs frequently and consistently to maximize their learning potential whenever possible.

INDEMNITY

You agree to indemnify and hold Penn's and its officers, agents, employees, and other partners, harmless from any loss, liability, claim or demand, including reasonable attorney's fees, made by any third party due to or arising out of your access to the Penn's Site or use of its services offered, your use of the Penn's Site, any content posted, uploaded or transmitted by you, your use or distribution of any content, your violation of these Conditions of Use, any use of your account or password by you or any third party, or the infringement or other violation by you, or any third party using your account or password, of any intellectual property or other right of any person or entity.

AT YOU AND YOUR DOG'S OWN RISK

If you choose to use Penn's dog training services, you acknowledge and agree that your dog(s) are participating at their own risk and Penn's is not responsible for any kind of injury, death or health complication that occurs to your dog(s) during the dog training services provided by Penn's. If you have any concerns about your dog's health or safety, please consult with your local veterinarian regarding your dog's health before enrolling.

CHANGES/UPDATES TO TERMS OF SERVICE

Because our Site and Locations will continue to implement new technologies and improve the products and services we provide, our Terms of Service are subject to change. We reserve the right to change or update our Terms of Service and to modify or terminate the Site for any reason, without notice and without liability to you or any other participating third party. As a Site user, you are responsible for regularly reviewing our Terms of Service in order to remain informed of our practices and your obligations as you visit and use our Site. Our current Terms of Service constitute the entire agreement between you and Penn's as you use our Site and supersedes all prior understandings or agreements, written or oral, in this regard.

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FREE SUPPORT FOR MEMBERS

The Company shall provide free support to Members through the Community Page Chat, as may be reasonably necessary. This support shall include, but not be limited to, responding to Member inquiries, addressing technical issues, and providing general guidance. The Company reserves the right to determine what support is reasonably necessary and may prioritize support requests based on urgency and complexity. The Company is not obligated to provide support outside of the Community Page Chat or through any other means. This free support is strictly available to members with an active account. Non-members are not entitled to support through the Community Page Chat. The provision of free support through the Community Page Chat shall automatically terminate upon expiration or termination of the Member's membership, for any reason. The

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