



Updated : June 1, 2024

Privacy Policy:

Welcome to Resilient Align Pain Solutions!

Resilient Align Pain Solutions ("Resilient APS," "we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.resilientaps.com, including any other media form, media channel, mobile website, or mobile application related or connected thereto (collectively, the "Site"). Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not select "I agree."

Collection of Your Information

We may collect information in our Mومence Software Program. This information will not be sold or shared with a Third Party. The information we may collect on the Site includes:

Personal Data

Personally identifiable information, such as your name, shipping address, email address, and telephone number, and demographic information, such as your age, gender, hometown, and interests, that you voluntarily give to us when you register with the Site or when you choose to participate in various activities related to the Site, such as online chat and message boards.

Financial Data

Financial information, such as data related to your payment method (e.g., valid credit card number, card brand, expiration date) that we may collect when you purchase, or request information.

Use of Your Information

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the Site to:

- Create and manage your account.
- Process your transactions and send you related information, including purchase confirmations and invoices.
- Manage your requests.
- Improve the functionality of our services.

Disclosure of Your Information

We will not share or sell your information to a Third Party. Your information may be disclosed as follows only if:

By Law or to Protect Rights: If we believe the release of information about you is necessary to respond to the legal process, in the event that your information is subpoenaed for legal reasons.

Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

SMS Texting

By providing your mobile number, you consent to receive SMS text messages from Resilient APS. Message and data rates may apply. You can STOP SMS subscriptions at any time by replying "STOP" to any text message you receive from us. You will receive a final confirmation message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you need assistance, you can reply "HELP" to any text message you receive from us or contact us at admin@resilientaps.com. *"No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties."*

Terms and Conditions:

To ensure optimal progress, clients must adhere to our program guidelines both during in-person sessions and at home. We expect clients to commit to their exercise routine at least five days a week. If you have any concerns, it's crucial to communicate them to your coach promptly.

We recommend that all clients attend a coaching session at least once a week, either in person or virtually. Our initial packages are designed to be completed ideally within a 2-4 month timeframe. However, we understand that scheduling conflicts can arise, and we encourage you to discuss any issues with your coach to make alternative arrangements as needed.

- Coaching sessions must be rescheduled or canceled at least 48 hours in advance to avoid forfeiture of the session. We understand that emergencies may occur, and these will be taken into consideration.
- Clients who arrive late will receive the remaining scheduled session time, unless prior arrangements have been made with the coach.
- All coaching sessions must be completed within one year from the date of purchase for new packages, according to our expiration policy. We understand that life happens and we trust that you will communicate when special circumstances arise.
- Refunds for unused coaching sessions in new package purchases will be issued at the prorated rate of \$275 per single session within the first 90 days. Sessions unused after 90 days will not be eligible for refund.
- Established client packages (additional packages purchased after the completion of the first package) are not eligible for refunds and will expire after two years.

Contact Us

If you have questions or comments about this Privacy Policy, please contact us at:

Resilient Align Pain Solutions

Email: admin@resilientaps.com

Website: www.resilientaps.com