

Website Terms & Conditions

Introduction

Hi there! This website, AnnaShelley.com, is owned and operated by Anna Papij, trading as Anna Shelley ABN: 63 523 850 495. If you have any questions or need further information, please contact:

Anna Shelley
anna@AnnaShelley.com

This document sets out the Terms and Conditions you need to be aware of when using this website. Please take a moment to read them, as they set out your important rights and obligations and we care about making sure we both know where we stand. When you visit this website, use our services or purchase our 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 us.

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

Content Disclaimer

On this website you will find blog posts, articles, field guides, meditations, opinion pieces about mental health and tips for unlocking your consciousness to align with your true self. This information is provided solely for your education, entertainment and personal development. If you have any concerns, please rely on your own research.

My Rights and Responsibilities

At Anna Shelley, we take lots of care to provide valuable information, but we cannot be responsible for the use that you make of that information. Please be aware that the generalised information that we provide is not a substitute for specialist advice tailored to your individual circumstances.

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

We reserve the right to modify the information provided on this website at any time, including by altering or deleting it without notice.

Your Responsibilities

All of the products and information provided at AnnaShelley.com are created as a result of personal experiences and views. If you are in need of professional advice, then you should seek the services of a relevant qualified professional for your own peace of mind and safety.

You are expected to use your common sense when accessing the materials we provide. At the very least, never drive or operate heavy machinery while listening to meditations or meditative music.

Downloads

You may access material from our site in the form of downloads. While we take all care to ensure that material we upload is safe and free from problems, you are entirely responsible for the safety and integrity of your IT systems. Anna Shelley is not responsible for viruses or any other damage that may occur as a result of downloading material from our site.

External Links

From time to time, we may link to external sites that provide complimentary content or that are relevant to a topic we are discussing.

Some links may be affiliate links to third party companies. We may receive a payment from these companies when you purchase from them, but this does not affect the amount you pay.

We are not responsible for the content of any external sites that may be linked.

Disclaimer for Products and Services

At AnnaShelley.com, we provide:

- Music,
- Meditations,
- Artwork,
- Books,
- Magazines,
- Miscellaneous Products,
- Mentoring, and
- Coaching.

We pride ourselves on offering products and services that are unique and of high quality. It is hard to imagine how anyone could come to harm through the use of our products and services, but we know that the universe is a wide and wonderful place where anything is possible. We

therefore repeat that it is entirely your responsibility to look after yourself and take care of yourself. Use your common sense when incorporating our products and services into your life and always consult an appropriate professional if you have any concerns about your health, safety or whether a particular course of action is right for you. Meditations, while powerful and may cause momentary disorientation. They are not a substitute for therapy, or advice of spiritual, financial, or medical nature. Nor is reading Anna Shelley's musings, or working with Anna Shelley in a coaching or mentoring capacity. These products are best suited to individuals seeking to enhance their life. If you feel that you need help, do not hesitate to seek out what you need. Please note that these products and services may not be suitable for you if you suffer from mental illness, and if you are seeking financial or medical advice, this may not be the right place for you to start.

Intellectual Property

The content of this website is protected by copyright. No portion of this website may be copied or replicated in any form without the written consent of Anna Shelley. This copyright policy will be strictly enforced.

You are welcome to purchase and download Anna Shelley's music for your personal enjoyment and enlightenment. However, you may not use it for any other purpose without permission. If you would like to use Anna Shelley's music as a background for your own meditations, you must purchase an appropriate licence. More information about licences and instructions for purchase may be found here: AnnaShelley.com/music-licensing. If you have any questions in relation to licences, please contact Anna Shelley here: AnnaShelley.com/contact.

Anna Shelley owns the unregistered trade mark in the name Soulfuelment.™ You may not use this mark for any purpose without the express written permission of Anna Shelley.

Payment Terms

All payments made through AnnaShelley.com must be made via PayPal in US dollars.

If you choose to join Anna Shelley's membership program, membership payments will be automatically deducted from your account at the renewal period.

You are entirely responsible for any and all taxes associated with your purchases from AnnaShelley.com, including customs and import duties.

Payment plans may be available on some products. If you would like to request a payment plan, please contact Anna Shelley here: AnnaShelley.com/contact.

All payments are processed through PayPal and our site is protected under an SSL certificate. Your credit card details are not kept on file or ever accessed by us. If you would like to know more about PayPal's security policy, you can read more about it here:
<https://www.paypal.com/au/webapps/mpp/paypal-safety-and-security>.

Shipping and Delivery

Digital music and meditations are delivered by email - you will receive the download link/s in your email receipt. You have 3 download attempts or 7 days to download - whichever comes first.

Shipping for physical goods is calculated at checkout. The average turnaround time for shipping of physical goods is 4 business days. Items are all printed on demand at various locations (Australia, US, Europe), and are sent via regular mail from the printing house. You can generally expect to receive physical goods within 2 weeks of ordering, subject to printing and mail conditions.

Mentoring and coaching services are conducted online via Skype, Zoom, and/or FB Messenger. If you miss a scheduled appointment, you forfeit that appointment. You may reschedule up to 24 hours prior to appointment time.

If the internet isn't working out for us, we may switch platform to one of the others listed above, or we may need to reschedule.

Returns Policy

I do not offer a refund if you change your mind, so I encourage you to choose carefully before purchasing.

No returns or refunds are offered for downloadable content, memberships, and mentoring or coaching services. If you have any problems downloading products, reply to your email order confirmation with the details of the problem, so we can get your products to you.

Physical products may be returned to the printer if they arrive damaged or faulty. Contact Anna Shelley for details as soon as possible: AnnaShelley.com/contact

Items that are out of stock will automatically be backordered for you. The turnaround time will not change, as all items are printed on demand. If items have been discontinued, or cannot be fulfilled in a reasonable time, you will be fully refunded.

Consumer Guarantees

If you feel that there is a major problem with an item or service you have purchased, please contact Anna Shelley to resolve the issue: AnnaShelley.com/contact

Product Reviews

All product reviews are submitted by bona fide users who have purchased the products. All reviews are checked by the website moderator first to eliminate spam. We appreciate your honest feedback and do not censor reviews.

Privacy

When you provide us with your information, such as your name, address or email, we use it solely for the purpose of sending you the items you have requested or purchased, digitally or physically, depending on what you have ordered.

We only send marketing material to you if you request it, and you may unsubscribe at any time.

We use cookies and pixels to track data, which helps us retarget relevant advertising using Google, Facebook, Instagram, and other third-party companies. We personally do not handle this information. If you do not wish to participate in this data collection, you may configure your internet browser accordingly. However, this may potentially interfere with the full functionality of this site.

Jurisdiction & Dispute Resolution

Anna Shelley is located in Victoria, Australia. This agreement is subject to the governing law of Victoria, Australia.

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

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.

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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.