

TERMS AND CONDITIONS

Welcome to TEAMJOSHHEZZA / JHEPC

For the purpose of these Terms and Conditions, "TEAMJOSHHEZZA" includes **JHEPC LTD** and any trading names operated by Josh Hezza, including but not limited to "TeamJoshHezza," "JHEPC," and "Josh Hezza Elite Performance Coaching."

JHEPC LTD is a company registered in England and Wales.

Agreement to Terms

These Terms of Use constitute a legally binding agreement between you ("you", "the user", or "the client") and **JHEPC LTD** ("we," "us," or "our") concerning your access to and use of <https://www.teamjoshhezza.com>, the JHEPC app, coaching platforms, and any associated services or media (collectively, the "Site" or "Services").

By accessing or using our Site or purchasing any product, you acknowledge that you have read, understood, and agreed to be bound by these Terms of Use. If you do not agree, you must discontinue use immediately.

We reserve the right to amend or update these Terms at any time. The latest version will always be available on our Site, and the "Last Updated" date will reflect any changes. Continued use of our Site or Services constitutes acceptance of those changes.

Supplemental Terms

Additional terms, conditions, or policies (including our Privacy Policy, Return Policy, Coaching Agreement, and Affiliate Terms) are hereby incorporated by reference. Certain

products or services may also have specific terms applicable to their use, such as coaching packages, digital programs, or VIP memberships.

Eligibility and Use

By using this Site, you confirm that you:

1. Are at least 18 years of age (or have legal parental/guardian consent).
 2. Possess the legal capacity to enter into this agreement.
 3. Will use the Site and Services only for lawful purposes and in accordance with these Terms.
 4. Will not use automated tools (bots, scrapers, etc.) to access or interact with the Site.
-

Intellectual Property Rights

Unless otherwise stated, all content, materials, and intellectual property on this Site - including text, logos, training systems, programming templates, ebooks, images, and branding - are owned by **JHEPC LTD** or its licensors.

You may access the Site for your own personal, non-commercial use only.

You must not:

- Republish or redistribute content without written consent.

- Sell, rent, or sublicense material from TEAMJOSHHEZZA or JHEPC.
- Copy or reproduce digital materials for commercial use.
- Remove copyright or proprietary notices from materials.

Violations may result in suspension of access, removal from services, and potential legal action.

Products and Services

We offer both digital and physical products, including ebooks, programs, apparel, and coaching services.

All items are subject to availability and may be modified or discontinued at any time.

Prices are listed in **British Pounds (GBP)** and may change without notice.

Coaching Services and Associate Coaches

- Coaching services provided by TEAMJOSHHEZZA or JHEPC Associate Coaches are governed by these Terms and by the JHEPC Coaching Agreement.
 - All Associate Coaches operate under JHEPC systems, but clients remain under the contractual relationship with **JHEPC LTD**.
 - We reserve the right to reassign or transfer clients to alternate coaches when required for scheduling, availability, or development purposes.
-

Purchases and Payment

We process payments via **Stripe, Wix Payments**, and other approved gateways. By purchasing, you agree to comply with their terms of service.

You agree to provide accurate billing and contact information, and to keep your payment details current.

We reserve the right to:

- Refuse or cancel any order, at our discretion.
- Correct pricing errors, even after an order is placed.
- Limit quantities or restrict purchases per customer.

Recurring Payments

For subscriptions (e.g., VIP memberships, ongoing coaching), you authorise us to automatically charge your payment method on a recurring basis until cancelled. You may cancel at any time via your customer portal; cancellation takes effect at the end of the billing period.

Refunds and Cancellations

Digital Products

All ebook, digital download, and online program sales are **final**.

Refunds will only be issued at our discretion or if explicitly stated during a promotional offer.

Coaching Services

Payments for online or in-person coaching are **non-refundable**. Missed sessions, sickness, holidays, or breaks from training are not eligible for refund.

In exceptional cases, partial credit or deferral may be offered at the discretion of **JHEPC LTD**.

Physical Goods

Physical items (e.g., apparel or accessories) may be returned within **14 days** of delivery if unused and in original condition.

Return shipping costs are the responsibility of the buyer unless the item is defective or incorrect.

Downloads and Risk of Loss

After purchase, it is the customer's responsibility to download and back up all digital files. **JHEPC LTD** cannot be held liable for loss or damage of downloaded items once delivered.

Affiliate and Associate Programs

Certain individuals may participate as **Affiliate or Associate Coaches** under the JHEPC structure. Participation in these programs is governed by separate written agreements, but all activity on this Site remains bound by these Terms.

Third-Party Links and Content

This Site may contain links to third-party websites or services. **JHEPC LTD** is not responsible for their content, accuracy, or data practices.

Accessing third-party websites is done at your own risk. We do not endorse or accept liability for external products or services.

Health, Safety & Liability Disclaimer

While **JHEPC LTD**, **TEAMJOSHHEZZA**, and **Josh Hezza** maintain appropriate professional and public liability insurance, all training, coaching, and program participation is undertaken entirely at your own risk.

By purchasing or engaging with any product, service, or program — including but not limited to ebooks, online coaching, in-person sessions, templates, articles, and other educational resources — you acknowledge and agree that:

1. **Voluntary Participation:** You are voluntarily participating in physical training that carries inherent risks, including but not limited to injury, illness, or death.
2. **Medical Responsibility:** You confirm that you have consulted a qualified medical professional before beginning any exercise program, and that you are physically and medically fit to participate.
3. **Personal Risk:** You accept full responsibility for your own health, safety, and results while following any information, advice, or programs provided by **JHEPC LTD**, **TEAMJOSHHEZZA**, **Josh Hezza**, or any Associate, Affiliate, or Apprentice Coach.
4. **No Guarantee of Outcome:** Results from training and nutrition programs vary by individual. We make no guarantee of specific performance, strength, physique, or competition outcomes.
5. **Exclusion of Liability:** To the maximum extent permitted by law, **JHEPC LTD**, **TEAMJOSHHEZZA**, and **Josh Hezza** accept **no liability** for any injury, loss, or damage — physical, mental, or financial — arising directly or indirectly from the use of our programs, products, or advice, whether online or in person.

6. **Third Parties:** This exclusion of liability extends to any content, communication, or instruction provided by **Associate, Affiliate, or Apprentice Coaches**, or **Affiliated Athletes**, whether acting independently or under the JHEPC banner.

Participation in any program or service implies acceptance of this disclaimer and acknowledgment of the associated risks.

Site Management and Enforcement

We reserve the right to:

- Monitor the Site for violations of these Terms.
 - Restrict or revoke user access at our discretion.
 - Remove or disable content that breaches law, policy, or system integrity.
 - Take legal action for unauthorised or unlawful use.
-

Disclaimers and Limitation of Liability

All information and materials provided by TEAMJOSHHEZZA and JHEPC are for educational and informational purposes only.

While every effort is made to ensure accuracy, **JHEPC LTD** makes no guarantees of performance, strength outcomes, or competition success. All training carries inherent risks; you accept full responsibility for your own participation and agree to seek medical clearance where necessary.

We shall not be liable for:

- Any direct, indirect, incidental, or consequential damages.
 - Loss of profits, data, or goodwill.
 - Injury, illness, or damages arising from misuse of information or products.
-

Governing Law

These Terms are governed by the laws of **England and Wales**.

You and **JHEPC LTD** agree that the courts of England and Wales shall have exclusive jurisdiction over any disputes arising from these Terms or your use of the Site.

Miscellaneous

- Failure to enforce any provision of these Terms does not constitute a waiver.
 - If any part of these Terms is found unenforceable, the remaining provisions remain in full effect.
 - These Terms, together with our Privacy Policy and any other applicable agreements, constitute the entire agreement between you and **JHEPC LTD**.
 - We may assign or transfer our rights and obligations under these Terms without notice.
-

Associate, Affiliate, and Apprentice Coaches

TEAMJOSHHEZZA / JHEPC works with a network of **Associate Coaches, Affiliate Coaches, Apprentice Coaches, and Affiliated Athletes** who may deliver training, advice, or communication under the **JHEPC** name, branding, or systems.

Each such coach or athlete operates as an **independent contractor** and **not an employee, partner, or agent** of **JHEPC LTD**.

Accordingly:

- **JHEPC LTD, TEAMJOSHHEZZA, and Josh Hezza** accept **no liability** for any action, omission, advice, conduct, or representation made by an Associate, Affiliate, or Apprentice Coach, or any Affiliated Athlete, whether online or in person.
- Any agreements, coaching arrangements, or communications entered into between a client and an Associate or Affiliate Coach are strictly between those parties, even if facilitated through or branded under **JHEPC**.
- While JHEPC LTD sets standards for training methodology, it does **not guarantee** the results, safety, or legality of services independently delivered by those individuals.
- Misconduct, negligence, or unauthorised actions by Associate, Affiliate, or Apprentice Coaches or Athletes do **not** create liability for **JHEPC LTD** or **Josh Hezza**.

All affiliated personnel are required to act within professional and ethical standards. If you have concerns about the conduct of any Associate, Affiliate, or Apprentice Coach, you should contact josh@joshhezzelitept.com or support@teamjoshhezza.com immediately.

Contact Us

For questions, support, or to raise a concern regarding these Terms or our services, contact:

JHEPC LTD / TEAMJOSHHEZZA

Email: josh@joshhezzelitept.com

Website: <https://www.teamjoshhezza.com>

Last Updated: 13 October 2025

